

WCD Connections

Western Canada Division



MARCH 2012

W.I.I.F.M Contest

Members and non-members, anyone who would like to join in! Are you wondering what W.I.I.F.M. is? It is a part of what IAAP is all about "WHAT'S IN IT FOR ME". I would like to encourage you to relate what your membership has given you. We know there are some very good stories out there and we want to hear from you!

You need to submit your entry / entries **by March 15, 2012**, to the following email address: petrinahobbs@2011hotmail.com. The top five entries will be chosen by the WCD Board and will appear in April's Newsletter. Voting will be on the WCD website. We will be awarding a \$50.00 gift card at the Canada Divisions Conference (CDC) in June 2012! Good Luck!

IMPORTANT: You do not have to be in attendance at CDC to win - the winner will be announced at CDC. You will receive a response when you submit your entry, therefore if you have submitted an entry and not received a response, email the WCD Membership Chair at the email address above.

2011-2012 Western Canada Division Board

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Division Officers

PRESIDENT	Jayne Clark
PRESIDENT ELECT	DecolynneJo Barteski, CAP
VICE PRESIDENT	Terri Peters, CAP
TREASURER	Michelle Zahayko
SECRETARY	Karin Hares, CAP-OM

Chapter Liaisons

Division Members at Large - Prince George - Lethbridge (July 1, 2011 - February 5, 2012)
Fraser Valley - Vancouver
Calgary - Regina - Nanaimo
Edmonton, Winnipeg



Division Committee Chairs

BYLAWS AND STANDING RULES	Beulah Sinclair, CAP
CERTIFICATION	Joan Beaudoin, CAP
MEMBERSHIP	Petrina Hobbs
NEW CHAPTER BUILDER	Dawn Becker, CAP-OM
NEWSLETTER	Terri Peters, CAP
NOMINATIONS	Dawn Becker, CAP-OM
PATHWAYS TO EXCELLENCE	Sheila Finlay
RESEARCH & EDUCATION / RTF	Eileen Gormley, CAP-OM
STUDENT CHAPTER	Jayne Clark
WEBMASTER	Terri Peters, CAP



Western Canada Division Dues - Please Read ...

At CDC 2011 in Moncton, NB, during the Western Canada Division Annual Meeting, the Western Canada Division Bylaws were approved to reflect that the Western Canada Division member dues would be increased to \$20.00 for the fiscal year 2011 – 2012.

It has been brought to my attention recently that Headquarters did not make the change on their system to reflect this dues increase.

Effective immediately, when renewing your membership, if your membership division dues do not reflect the \$20.00 amount, please adjust the amount accordingly.

If you have any questions or concerns, please do not hesitate to contact me at mzahayko@sasktel.net.

Please note, I will also be away from March 17 - 28, 2012 inclusive and will not have access to email.

Michelle Zahayko, 2011-2012 Western Canada Division Treasurer

CDC 2012 Reminder to Register your Attendance ...

Just a quick reminder that the **Early Bird deadline of March 15 for CDC 2012** is fast approaching – so make sure to register as soon as possible.

We recommend that you book your hotel room immediately as the City of Kitchener will be very busy with other events running at the same time as CDC.

The CDC Committee looks forward to welcoming each of you to Kitchener-Waterloo June 6 – 10, 2012 as we “Make the Leap to REMARKABLE”!

Happy Anniversary to the Lethbridge and Nanaimo Chapters ...

Lethbridge is celebrating 29 Years - March 22, 1983 - March 22, 2012

Nanaimo is celebrating 21 Years - March 22, 1991 - March 22, 2012



Chapter Best Practices ...

Thanks to Vancouver for sharing a Chapter Best Practice RE: Member Engagement and Involvement.

How about this being the year of Remarkable Member Engagement? As with many chapters and many organizations for that matter, the challenge of member retention is constant. The Vancouver Chapter is no exception and we are continually seeking ways to meet that ideal place of member engagement and involvement.

The Vancouver Chapter has initiated a few new ideas this year at the chapter meetings that were recommended by the members themselves. I would like to share them with you.

Table Topics

We always seem to have something to talk about don't we? Or do we? Think about the guest who attends an event on their own or a member who isn't able to get out to meetings regularly. It is our desire that everyone feels as comfortable as possible at each meeting. We also want to get to know our table mates a bit better and that was the impetus for the introduction of Table Topics. Just before the meal starts the topic is introduced and each table is encouraged to discuss this topic during their dinner. There may be time to share some of the interesting tidbits that came up during the discussion or the feedback may be written down and handed in at the end of the evening. The table topic not only serves as an introduction to the evening's theme but it often wets our appetite for the keynotes presentation. I must say it creates quite a buzz in the room!

Dessert Topics

We have found some 'bonus' time in monthly meetings by way of Dessert Time. It has given us the opportunity to present information that would now not qualify for recertification points. It is usually an 'interest' related topic like ergonomics or health and wellness, or used for useful information to all members like 'Member Orientation'. We have found this to be an opportune way to draw members' attention to these important matters while not adding to the length of the program. We are able to work with our associate members and community organizations, inviting them to present a quick 10 minute overview in their area of expertise. It not only provides them some profile and awareness but all in attendance get a 10 minute burst of useful information.

Meet and Greet Committee

We have a vibrant Meet and Greet Committee that is a great addition to the Chapter this year. This committee's sole purpose is to welcome everyone and create an inviting environment for people to walk into. It is especially comforting to know that a guest, new member or those we don't see too often will not be intimidated but will find some smiling faces to help them ease into the event. We are finding with attendance numbers increasing, a crowd of faces you don't know could be a scary place for some. We don't want that to happen and the team is doing a fabulous job!

Member Retention

When members allow their membership to drop we are finding this often happens by error or omission. A simple phone call or quick email message from the Chapter President lets them know we hope this was in error but if it wasn't, how can we help. 7 times out of 10 that is the case and they will reinstate their membership. Some we are unable to connect with but we are still hoping to get some input and an 'Exit Interview' survey is sent via email. The more information we can glean to make their membership a valuable place, the better!

Kathy Moes, CAP-OM, 2011-2012 Vancouver Chapter President



Extraordinary Leaders - Character Traits: CATALYTIC

The 2011-2012 Western Canada Division Board is excited to present you with the sixth instalment of our series of seven Extraordinary Leaders - Character Traits. Every Administrative Professional requires Leadership skills which they can put to use at their workplace and also within their roles at IAAP and their Chapters. Every article in our series is written from the perspective of an Administrative Professional.

CATALYTIC

Catalytic Leadership is a leadership style where a leader encourages and motivates others to work towards a common goal. Catalytic leadership has become popular in our present ever changing economy. Although this leader may not be identified as such at the onset of the process, they must be able to represent the general interests of the group and raise passion and enthusiasm to move all stakeholders out of their comfort zone and on their way to a common goal.

These potential leaders can be defined as ones who are effective at accelerating the pace of healthy change in a group that they may not have executive authority over. Catalytic leaders do well in situations that call for a radical change and creative thinking. They will encourage peers or stakeholders to reach a particular outcome yet remain flexible on the strategies to achieve these outcomes. All efforts drive to change and innovation brings with it the possibility of failure. The catalyst leader has to be able to deal with all the consequences that might result from highly innovative or creative ideas.

This type of leadership isn't ideal for all situations. Catalysts are not afraid to rock the boat and constantly questioning the process and procedures. They are agents of change and are not afraid to create a certain amount of chaos while they are at it. They do not do well in a structured environment.

A catalytic leader tends to fit into three key behaviors. They must be able to:

1. Identify meaningful change: Change is inevitable and meaningful change is necessary for healthy growth. The catalytic leader must keep on the lookout for meaningful changes that are needed.
2. Initiate meaningful change: Once the need for change is identified, the catalytic leader must initiate that change. The catalytic leader must be able encourage the group to define an action plan and that represent the best interests of the whole group.
3. Deliver meaningful change: All attempts to effect meaningful change into our lives or organizations are met with obstacles. The catalytic leader must keep their eye on the goal and push through all these obstacles as they arise. The vision needs to stay fresh and clear. The catalytic leader ensures that progress continues and the team remains unified in their execution of the change.

Catalytic leaders may not find themselves gifted or even competent in all of these behaviors but they can overcome that challenge by surrounding themselves with others who may have the qualities they lack. A visionary leader will be great at identifying meaningful change necessary to bring about a desired outcome but may lack the ability to be the agent to enact that change. The self aware leader will partner with others who have the necessary talents to get the job done.

A catalytic leader inspires diverse constituencies to step forward and work together to find effective solutions to problems. Everyone is encouraged to contribute to the problem solving process. When all stakeholders are involved and invested in the process, stakeholders will more likely support a solution if they were part of the process.

Jayne Clark, 2011-2012 Western Canada Division President



Reminder Western Canada Division Website - Surveys ...

Have you visited the Western Canada Division Website lately? (www.iaap.ca) We have added a section titled 'WCD Survey' under the 'About Western Canada' tab. We invite you to visit the website regularly and take a few moments to participate in the Survey that is posted. Western Canada Division values your responses and comments to our surveys. Don't forget to check back often as a new survey may have been posted.

Starting December 1 2011 and running through until May 31 2012, all members of Western Canada Division who participate in the WCD website surveys will have their names entered into a draw for a prize. Each time you participate in a survey your name will be entered into the draw. The draw for the prize will take place on June 1 2012 and the winner will be announced in the June Edition of WCD Connections.



There is also other valuable and interesting information on the Western Canada Division website that Chapters and Members will find useful. Visit the Western Canada Division Website today, you may find exactly what you have been looking for right on your own Division's website.

Terri Peters, CAP, 2011-2012 Western Canada Division Vice President

2012 CDC Silent Auction ...

As at past CDC events, there will be a Silent Auction in the Hospitality Room at CDC 2012. The proceeds from this will be a combined contribution from the three Divisions for the Research and Education Foundation.

We would like to invite all Chapters to participate in this auction by donating an item from your community. As well, any member who is attending may also wish to donate. The more items donated, the more money we will raise for the R&E Foundation.

Jill de Munnick, C.S.P. and Kathy Fogal CAP-OM, co-chairs of the Hospitality Room will be co-ordinating the auction on behalf of the Host Committee. We would like to receive the information about your donation prior to the conference so that bid sheets can be made up prior to the conference. If possible, please include the item being donated, the value and the name of the person or Chapter who is donating the item and send this information.

If you want to send the item prior to the conference, please mail it to the following address:

Jill de Munnick, C.S.P. - Corporate Sales Manager
Holiday Inn Cambridge - 200 Holiday Inn Drive
Cambridge, Ontario N3C 1Z4

We sincerely thank you for helping us make this Silent Auction a successful fundraiser for Research and Education.

Please contact Jill or Kathy if you require any further information.

Jill de Munnick, C.S.P. (jilldemunnik@fortisproperties.com) Kathy Fogal (kfogal@rim.com)



Upcoming Events ...

Winnipeg Chapter 50th Anniversary Celebration

Winnipeg Chapter 50th Anniversary Celebration will be Friday April 27, 2012 8:00 – 11:30 am. They will have two fantastic speakers lined up for a Full Buffet Breakfast morning event.

Canada Divisions Conference 2012 - Kitchener/Waterloo, Ontario JUNE 7-9, 2012

The Grand River Chapter is hosting the Leaders in Innovation 2012 Canada Divisions Conference in Kitchener-Waterloo, Ontario. The conference will be held at the Delta Kitchener-Waterloo Hotel from June 7 to 9, 2012. From the opening ceremonies on the evening of the 7th to the wrap up of the banquet on the 9th, this event promises to be action packed, loaded with professional development and full of opportunities to network with other Canadian administrative professionals.

Make your travel arrangements early. West Jet will fly you directly into Kitchener/Waterloo. The hotel has a shuttle that will pick you up at the airport. If West Jet is not available in your area, you can fly into Toronto. The host committee is looking into a possible pick-up run for those arriving at the Toronto airport.

You are invited to attend the 35th Western Canada Division Annual Meeting on Saturday, June 9, 2012. Be present when your 2012-2013 Division Board is elected. I hope you will join us to recognize the accomplishments of our Chapters, Chapter Leaders and all our Western Canada Division members.

The Conference Brochure is available on the Western Canada Division website, in the Meetings and Events tab.

Education Forum and Annual Meeting (EFAM) - Grapevine, Texas - JULY 22-25, 2012

The 2012 Education Forum and Annual Meeting will be held at the Gaylord Texan Hotel and Convention Centre in Grapevine Texas. Hotel room reservations are now open, plan to attend and reserve your room today.

<http://www.iaap-hq.org/news/hotel-reservations-2012-efam-now-open>



BC/Washington Education Forum - SEPTEMBER 22, 2012

The date has been set for the BC/WA Education Forum for September 22, 2012. This year it will be hosted by the Fraser Valley Chapter and will be held north of the border. Watch for more details on this event to come.

From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

The Value of Time

Let's imagine for a moment that we all work for the same organization and as a team we are required to communicate the amount of time required to complete our individual tasks. Would it be fair to say that once all time durations are known to us that an expected completion date could be established? If so, is it also fair to say that the individual actually doing the specific task would best understand the time required to successfully complete the task?

Now granted, if it was this easy, every organization would be extremely efficient. However, that is not the case. In fact as professional administrators we understand that unexpected situations will arise carrying with it an immediate urgency where prioritizing workloads becomes an incredible skill.

Have you noticed that organizations today work on a multitude of initiatives (projects) at the same time? As such, the order to which these projects become completed is critical to the organization's foundation. Just like building a house, the organizational process will both strengthen the foundation and allow for great growth to occur, or it will weaken the foundation forcing it to crumble. If change comes too quickly the foundation could shake...if change moves too slowly, frustration may force a decrease in motivation and a severe slowdown in productivity.

So how can we as professional administrators' continue to grow and prosper especially during times of uncertainty? By considering the following:

- 1. Reply to all emails inquiries within 24-48 hours.** - For busy professionals email can be a wonderful resource for staying informed and connected. However it can also be deemed as an exhausting exercise that never ends. So to keep things flowing and you still in control, try making it a habit to reply to all emails within 24 - 48 hours. Granted this does not mean that you must fulfill all email requests immediately, but rather acknowledge to the sender that you did in fact receive their email and then provide them with a realistic duration of time you need in order to respond. By being courteous a healthier foundation can be built.
- 2. Be specific when using a voice messaging system, and then return all phone calls within 24 - 48 hours** - One of the biggest challenges facing organizations today is that of customer loyalty. So let me ask you this, When a customer is greeted with a voice messaging system and is politely asked to leave a message, should they not expect to hear back from the individual they left a message with? If so, how long should the customer (co-worker) have to wait? For organizations that struggle with internal and external communications they may wish to review their policy on returning phone call inquiries. Why? Because most employees and customers want to feel heard, and if it takes too long to return a simple phone call, then one may begin to question whether or not the organization actually cares about them. Review current practices regarding voice messaging systems and return calls so to ensure your customer (co-workers) know you care.



From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

The Value of Time (Continued)

- 3. What is promised in word must be kept in action** - Have you ever noticed that some people are really good at saying just the right thing at exactly the right time, however, when it comes to action or implementation they appear to fall short? Now I am not suggesting that we have to be perfect as humans to be successful, because none of us will ever be perfect, what I am suggesting though is that we make ourselves aware of our surroundings and the difference between good intentions and positive actions. I mean if we really think about it, customer loyalty is really created when good intentions turn into positive actions. So instead of merely saying what we can do for our customers and co-workers, let's start doing it, and let everyone else see that what we said became a reality.
- 4. Stay in alignment with organization's vision** - Have you ever driven a vehicle that required a new alignment? What did it feel like when travelling on a paved road or dirt road? What about the speed the vehicle was travelling at, did it make you feel more or less comfortable? For those of us who may have experienced such an incident we know that when a vehicle is out of alignment, we can lose control very quickly and end up in a ditch somewhere. Keeping this in mind, if we lose sight of the organization's vision, and our role in its successful delivery, then working through our daily tasks at a faster rate does not guarantee a successful outcome but could in fact create a more dangerous path for us to follow. Therefore, in order to move forward together it is important to realize that we must take the time to slow ourselves down long enough to ensure that we are all travelling at the right pace and going in the right direction. By checking our alignment once in awhile with the organization's vision a lot of time and money can be saved.
- 5. Use time wisely, and time may offer you great rewards** - For some organizations staying connected to each other involves a series of habitual practices, some which may not always offer great benefits For example, a number of businesses still prefer Monday morning meetings versus any other day of the week. Now for those of you who have worked with me and ReZultsMatter in the past, you know that I am not a big fan of Monday morning meetings but rather strongly support Tuesday morning updates where the purpose of the gathering is to inform, educate and update each other on the progress and the continued action plan. So if you want to reap great rewards consider reviewing all habitual business practices and see if some slight adjustments may be required. Sometimes it is not the idea that needs to change, but rather finding just the right time to implement it.

As we work together to build a strong foundation let's be mindful to the value of time.

(Maureen Tazzioli, President of ReZultsMatter, 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 306.545.2920 or 1.855.280.2920 or by visiting her website at www.rezultsmatter.com. This article is reprinted with the author's permission).



From Office Team ...

Do You Think Anyone Noticed? Surviving Embarrassing Moments in the Workplace.

The meeting couldn't have gone any better. That was perhaps the best idea you've ever pitched. In fact, your colleagues seemed especially intrigued. But how could they not be when you were so witty and dynamic? Even your boss was smiling, which is so unlike him. Standing in front of everyone was a good strategy; it helped grab their attention. You walk back to your desk heady with confidence, sit down, and realize that your fly was unzipped the entire time!

Everyone has experienced the occasional embarrassing moment, but somehow when it happens at work, it seems worse, probably because this is a place where you're trying to prove yourself. Having food stuck in your front teeth while speaking to a colleague or manager might seem like a good reason to assume a new identity and relocate, but in reality, it's just a minor blip on the radar screen. The last time you heard a coworker's stomach gurgle (or worse) during a lull in a meeting, was there any lasting consequence? Most likely not. At most, it provided some momentary levity and was soon forgotten.

Awkward situations are uncomfortable, but it's the self-deprecating moments that can really connect us to our fellow workers. They just make us seem more human. The next time you find yourself toppled by an office mishap, try these tips to help regain your footing:

- **Be cool.** It's easy to get flustered when you feel embarrassed. Try to let your inner voice do the freaking out while you maintain a calm exterior.
- **Beat them to the punch.** Don't wait for someone else to call attention to the situation; instead be the first to acknowledge the elephant in the room. Use humor to deflect any awkwardness and tension that may arise.
- **Apologize.** If someone else suffered embarrassment because of your mishap, own up to it immediately and learn from the experience so it doesn't happen again.
- **Don't beat a dead horse.** It happened, it's over, move on. The best way to recover from an awkward incident is not to dwell on it. The faster you recover, the quicker it'll be forgotten.

(OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 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!



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 LinkedIn 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 ...

- ◆ Our seventh and final instalment of Extraordinary Leader - Character Traits. Every Administrative Professional requires Leadership skills which they can put to use at their workplace and also within their roles at IAAP and their Chapters. We will be bringing you articles on 7 Extraordinary Leadership Character Traits over the term of this newsletter. The seventh and final character trait that we will be providing you information on, from the perspective of an Administrative Professional, is DEDICATED/COMMITTED in the **APRIL 2012** edition of WCD Connections.



WCD CONNECTIONS



WESTERN CANADA NEWSLETTER

- ⇒ To submit articles or to advertise administrative events in your area, contact **Terri Peters, CPS** (terri.peters@shaw.ca).
- ⇒ The deadline for newsletter article submissions is the 1st of each month. The newsletter will be published on or around the 5th day of each month (September 2011 through June 2012).