

# WCD Connections

March 2013

## Western Canada Division

### Message from the Western Canada Division President

March decided to come in like a lamb here in my neck of the woods then the next day decided to be a lion! The photo shows the huge drifts that were created in the back of my house, they are just



about 5 feet high! So here is hoping for a slow melt because I don't really need a lake in my backyard, and also here's hoping for a quieter rest of the month from Mother Nature! ☺

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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

I hope that you are making plans to attend CDC this May in Lethbridge, Alberta. After March 8 the regular rate of \$300 applies to all registrations.

Also the block of rooms at the hotel for CDC is filling up quickly. You may need to contact the hotel directly (1800-661-1232) and speak to Mary Unger-Thomas to request the conference hotel for your reservation.

### Call for Volunteers

The following message was posted on the IAAP HQ Member Website, under IAAP Announcements (<http://community.iaap-hq.org/home/>). Please review and see if you are able to help out.

The volunteer form can be found by clicking on the link from the message on the member website.

Dear Members,

In anticipation of the upcoming Futures Conference and in preparation for the working groups that will be needed to carry forth the suggestions, objectives and goals identified at the conference, we are pleased to announce the launch of IAAP's "Call for Volunteers".

If we are to continue to achieve our goals, it will be because of you. IAAP members are talented, energetic and creative individuals and are the cornerstone of our organization. Simply put, our members are the lifeblood of the organization.

There are lots of ways you can help and there are opportunities for everyone. Please let us know if you are interested in volunteering and what skill sets and interests you have. Some like to stick to their individual expertise and others like to branch out to learn new skills. Wherever your interests are, we encourage you to participate in volunteerism.

As a volunteer, you get something meaningful and rewarding out of your experience. At the very least, working with IAAP members on a project or initiative will help you build your IAAP network. Many of you will develop new skills and gain leadership experience.

We hope to hear from you in the coming weeks. As always, if you have questions or comments I encourage you to contact Shannon Simpson at [Shannon.Simpson@iaap-hq.org](mailto:Shannon.Simpson@iaap-hq.org).

We look forward to working with each and every one of you in the coming year.

Sincerely,

The IAAP Board of Directors and HQ staff team

Until next month ... "Be the One"!

**Terri Peters, CAP**  
**2012-2013 Western Canada Division President**

**Congratulations Nanaimo Chapter on your 22<sup>nd</sup> Anniversary.**



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**Congratulations Lethbridge Chapter on your 30<sup>th</sup> Anniversary.**



## 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!

|  |                        |   |
|--|------------------------|---|
| #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       | √ |
| <b>#4 Send Business Plan</b>                   | <b>April 30, 2013</b>  |   |
| #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](mailto:mglover@westport.com)**



# WCD Connections

## IAAP Core Values - Commitment

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A great business leader once said:

"...the basic philosophy, spirit, and drive of an organization have far more to do with its relative achievements than do technological or economic resources, organizational structure, innovation, and timing. All these things weigh heavily in success. But they are, I think, transcended by how strongly the people in the organization believe in its basic precepts and how faithfully they carry them out."

(from Thomas J. Watson, Jr., *A Business and its Beliefs - The ideas that helped build IBM*).



As true as this is for the success of a corporation, it is even more so for the individual. The most important single factor in individual success is **COMMITMENT**. Commitment ignites action. To commit is to pledge yourself to a certain purpose or line of conduct. It also means practicing your beliefs consistently. There are, therefore, two fundamental conditions for commitment. The first is having a sound set of beliefs. There is an old saying that goes, "Stand for something or you'll fall for anything." The second is faithful adherence to those beliefs with your behavior. Possibly the best description of commitment is "persistence with a purpose".

Effectively demonstrating commitment to others, to the organization's basic principles, and to oneself is never easy. The truth is, demonstrating commitment is hard work. Wavering commitment is usually seen as no commitment at all. The only way to achieve a reputation for commitment is through determination and persistence. Genuine commitment stands the test of time.

Commitment is most difficult and most readily proven during tough times. How someone weathers the storms most clearly demonstrates their basic beliefs. In antiquity, Epicurus stated: "...a captain earns his reputation during the storms." When your competition scores big against you, when the money dries up, or when the glamour of success wears off, this is when it is easiest to compromise your commitments. The real test comes when you can hold the line against the easy route of compromise.

Fortunately, paying the price that commitment commands has payoffs worth the cost - a reputation for integrity and, even more important, the commitment of others in return. Commitment is a two-way street. You only get it if you are willing to give it.

## Advanced Administrative Professionals' Forum - Insight

Dear Colleagues,

Administrative Professionals are at the very heart of a well-run organization and have a myriad of demands to juggle, often from multiple managers. How do you stay on top of changing technology, maintain productivity and keep your skills current in an ever changing workplace, while also taking care of yourself and your own work/life balance?

We would like to invite you to attend Insight Information's 12th Edition, Advanced Administrative Professionals' Forum. ([http://www.insightinfo.com/index.php/ci\\_id/57538/la\\_id/1.htm#gen9](http://www.insightinfo.com/index.php/ci_id/57538/la_id/1.htm#gen9)) This year's presentations will focus on teaching you useful tools and techniques that will help you meet the challenging demands of your job. Our highly interactive format will provide you the opportunity to network with speakers and peers, as you learn how to maximize your strengths, improve your leadership skills and achieve your goals.

Some of the conference highlights include:

- Working with Multi-Managers: Biggest Challenges and Solutions
- Understanding Personality Types & Knowing How to Respond
- Staying Ahead of the Email Tidal Wave
- Managing Your Information to Avoid Pile-Ups
- Gaining Control: Being Assertive
- Staying Steady: Maintaining Your Mental & Physical Health

Today's Administrative Professionals have an incredibly demanding role and this event focuses on overcoming the key challenges on personal, functional and organizational levels. Please join us for this comprehensive forum, taking place at the Four Seasons Hotel, in Vancouver, B.C. on April 25-26, 2013.

We look forward to your attendance and participation at this timely event!

Yours truly,

**Elizabeth Faber, CAP-OM**  
President  
IAAP 2012-2013, Vancouver Chapter

**Elena Middlemass, CAP-OM**  
Executive Assistant  
Vanderpool Food Group of Companies  
President IAAP 2012-2013 Fraser  
Valley Chapter



## **TIPS & TRICKS FOR A MEMORABLE EXPERIENCE AT CANADIAN DIVISIONS' CONFERENCE;**

### **AS SEEN THROUGH THE EYES OF A FIRST TIME ATTENDEE**

When I joined IAAP I thought I was joining an admin professional organization to increase my networking and broaden my education. Little did I know that my decision to attend the Canadian Divisions' Conference (CDC) during my first year of membership would turn out to be much more!



As flying is not one of my favourite things to do, when I made the decision to attend my first CDC I knew I was headed for anxiety central. I needed to strategize – find myself a travel buddy; someone to travel with, someone to share a room with, someone to create memories with.

**Tip #1:** Travel with a buddy! Trips are so much more fun when there is someone to share every moment with.

Our itinerary had us taking a red eye flight arriving one day before the start of the Conference. By travelling at night we were able to spend an extra day doing a little site-seeing, a little shopping and had time to enjoy some fabulous local cuisine.

**Tip #2:** Plan to spend some extra time in the host city. Arrive a little earlier or stay a little longer than the scheduled conference dates. There will be so much to see and do that you'll be glad you took the extra time to soak it all in.

Day 1 of the conference provides a great opportunity to meet new members and start the networking process during the Trips & Tours, First-Time Attendee Orientation, Opening Ceremonies and the Evening of Welcome. I highly recommend all first timers attend the *first-time attendee orientation*. This is an opportunity to meet and ask questions of the Canada District Director, and the three Division Presidents. They provide great insight and clarity on what the days hold for all attendees.

**Tip #3:** Bring lots of business cards for all your networking opportunities as well as dropping into ballot boxes at the vendor expo. There will be a great number of fabulous people to meet and you'll want to exchange contact information, so come prepared!

## **TIPS & TRICKS FOR A MEMORABLE EXPERIENCE AT CANADIAN DIVISIONS' CONFERENCE;**

(continued.....)

Day 2 of the conference is just fun, fun, fun! Starting with seminars to attend, vendors to explore throughout the day and more members to meet, all of which leads up the Friday night event, something you will want to definitely plan on attending.

Day 3 is dedicated to a day of business starting with attending your divisions' annual meeting.

**Tip #4:** Volunteer to help out at the annual meeting. I volunteered to help with Registration & Credentials which actually helped me put names to faces of division members who I had not yet met. It was exciting for me not only to attend, but to participate in my first annual meeting, which was a great feeling.

The afternoon is a busy one with the CDC bids for future location, the international update, leadership workshop and the installation of the next year's officers.

**Tip #5:** Be sure to attend the Leadership Workshop. Don't let the name fool you, it's not just for members in leaderships roles. Everyone is welcome to attend and I found it very interesting and full of information. I suggest all first time attendees be aware of this and attend, if possible.

The Conference wraps up with the closing ceremony and Banquet on the evening of Day 3. Be prepared for a great dinner and evening of entertainment.

### **Remember to bring your camera to capture those special moments!**

And there you have it! Your first CDC has come to an end and you are already strategizing on attending the next year's conference.

My overall lasting impression of my first CDC was FUN, FUN, and FUN! I think everyone should experience CDC at least once in their membership career, especially if it is your first year of membership -- it makes an impact!

As a new member and first time attendee you will find CDC instrumental in providing a broader understanding and sense of how the organization is run. I continue to learn, I connected with fellow members strengthening and building my network and making lifelong friends, and I experienced the professionalism of our association. But above all I challenged myself and I grew on a very personal level.

Hope to see you all in Lethbridge May 23-25!

Rose Hughes, CAP  
IAAP-Lethbridge Chapter



### Is There Any Way You Can Forget I Said That?

#### *Four Common Blunders People Make During Job Interviews*

The [job interview](#) is going well so far, but the questions are getting more in-depth. In an attempt to learn how you deal with conflict, the interviewer asks if there is anyone at your present job you don't get along with and how you handle it. You humorously reply, "Well, I really don't like most of the people I work with, so I figured the best thing to do was look for another job, am I right?"...

During the awkward pause that follows, you realize you've pretty much sabotaged your chances of getting hired.

A job interview is usually the deciding factor in the hiring process, so even small slip-ups can knock you out of the running. Fortunately, there are some things you can do to preempt potential gaffes. Following are four common interview blunders and tips on how to avoid them:

**Showing up late for the interview:** You're stuck in traffic but decide to wait until you arrive at the interview to explain why you're late. In the meantime, however, a hiring manager might assume you're a no-show and cancel the meeting. To prevent the interviewer from coming to the wrong conclusion, give a heads-up by calling ahead and explaining the situation. Better yet, leave for the interview with plenty of time to accommodate potential traffic. It's far better to arrive early and sit in your car until your appointment time than to arrive late.

**Forgetting details on your resume:** You fumble when asked to recall dates of employment or other data from your resume. Over time, your memory can become fuzzy about past experiences. When preparing for your interview, take some time to review everything on your resume.

**Not doing your research:** You trip up on questions pertaining to your knowledge about the company. And when asked about your salary requirements, you cite a figure you later realize is well below current standards. Side-step an awkward situation by researching the company's product and service lines as well as major competitors and reviewing the latest salary data for your field, such as information contained in the [OfficeTeam 2013 Salary Guide](#), prior to the interview.

**Giving a poor response to a question:** You're dissatisfied with the way you answered a question, but the interviewer has moved on to another topic and you don't think it's appropriate to bring it up again. But when the interview is over, you may regret missing the opportunity. Don't hesitate to ask if you can elaborate on an answer you gave earlier in the interview.

Make heading off potential slip-ups part of your pre-interview preparation. It's easier to avoid an interview blunder than it is to recover from one.

*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](http://www.officeteam.com).*



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Specialized Administrative Staffing

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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](http://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 coming to and end, spring will be coming soon. The tree buds will arrive shortly as well as the tulips and daffodils. I invite everyone to send me a note on how they prepare for the new spring season. There will be more informative about CDC, make sure you register it is coming fast. Watch for more information and articles in our next issue. Stay tuned.

# WCD Connections

## Upcoming Events.....

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### Division Meetings

#### Canada Division's Conference (CDC)

May 23-25, 2013 - Lethbridge, Alberta

For more information visit: <http://www.iaaplethbridge.com/cdc.html>



### 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.

For more information visit: <http://www.iaap-hq.org/efam>



## WCD CONNECTIONS



- To submit articles or to advertise administrative events in your area, contact **Karin Hares, CAP-OM** at ([karin.hares@gmail.com](mailto:karin.hares@gmail.com)).
- The deadline for newsletter articles is the 1<sup>st</sup> of each month.

## WESTERN CANADA NEWSLETTER

