

WCD Connections

May 2013

Western Canada Division

Message from the Western Canada Division President



Spring is here!

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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	Terri Peters, CAP
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)*

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

It is a busy time of year for the Division as we strive to bring you a memorable and informative Annual Meeting. The Western Canada Division Annual Meeting is held during the Canada Division Conference on Saturday May 25. Please plan to attend the Western Canada Division Annual Meeting, as you will hear what the Division has been able to accomplish this year and you will receive information about the 2013-2014 IAAP year from the Incoming Division President and much more. During the Annual Meeting we will also take time to recognize the accomplishments of our Chapters and our Members. It has been a great 'Be The One' Year and we are looking forward to sharing the successes with you.

During the week of May 6th all CDC registered attendees will receive an electronic copy of the Western Canada Division Annual Report. So please watch your email for that.

I am looking forward to connecting with all of you at the Canada Divisions Conference!

Member of Excellence (MOE) 2012-2013: Stats and Deadline Reminder

Congratulations to the 17 Members (as of April 30) in Western Canada Division who have attained their Member of Excellence for 2012-2013 already!

Your Chapter and the Division need your help. By you achieving your Member of Excellence this year, that assists your Chapter and Division in achieving the Chapter of Excellence and Division of Excellence awards. For Chapter of Excellence your Chapter requirement is: As of June 30 of the current IAAP fiscal year, at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence. And for Division of Excellence the Divisions requirement is: As of June 30 of the current IAAP fiscal year, at least 7% of the division members qualify for Member of Excellence.

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 is still lots of time for you to submit your Member of Excellence Application. The deadline to submit is JUNE 30, 2013. 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 2013 Update

In February, 2013, IAAP members, leaders, HQ staff, non-members and industry representatives gathered in Anaheim for the Futures Conference and participated in the discussions on the “future” of IAAP. Led by a very capable and efficient facilitator, we participated in two days of intense discussions and were reminded frequently to stay at the 30,000 foot level, to look at issues from a corporate level and not get mired down in our own personal, chapter, or division issues. Did you know that, since its inception, this is the first time IAAP has held an event such as the Futures Conference? I’m sure a Strategic Plan was developed when the organization was established but it hasn’t happened since. I was privileged to attend the conference. What a fantastic opportunity to be part of carving out the future of our organization!

I’m sure many of you have participated in Strategic Plan discussions during your careers, if only for the purpose of minute or note-taking. As you may or may not be aware, the first step in developing a Strategic Plan is to identify “Where are we?” During our first break-out session, we were tasked with discussing “What are IAAP’s current challenges and successes?” During the weekend, discussions turned to “Where are we going?” and “How are we going to get there?” By the end of the weekend, we had drafted a new Vision, Value Statement and Mission Statement.

It was an exciting, exhilarating and exhausting weekend. But the exhausting work has only just begun, especially for our International Board. Since the conference, they have been working closely with the consultant to bring together all the discussion and ideas brought forward at the conference into a cohesive and workable Strategic Plan, to identify goals and action items, both short-term and long term.

Do you want to help shape the future of IAAP? Then complete a volunteer form (available on IAAP HQ web community). Work groups will be formed to address action items identified during the Futures Conference.

Do you want to be the first to hear from the International Board where we are heading? To see first-hand the Strategic Plan? To hear directly from the International Board our new Vision, Value Statements and Mission Statement? Then come to EFAM in July when the Board will be presenting IAAP’s Strategic Plan to its members.

I’ll be there. I hope you will too.

Jocelyne April CAP-OM
Western Canada Division President-Elect



Congratulations Vancouver Chapter on your 55th Anniversary.



Pathways to Excellence – Updates and Upcoming Deadline

Next Deadline ...

CRITERIA #5 – Hold Membership Drive / Submit form and upload 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



Regina - Administrative Professionals Week Seminar 2013

On Tuesday, April 23, 2013, the Regina Chapter hosted our annual Administrative Professionals Week Seminar. Julie Perrine, CAP-OM, MBTI Certified Founder and CEO of All Things Admin Presented "Kick Start Creating Your Administrative Procedures Binder."

Do you find you are constantly called while you're away from work? What if something happened and you unexpectedly missed work for a lengthy period of time? Could your co-workers or boss cover you without a major disruption to the office? An administrative procedures binder is essential to have within arms' reach.

The administrative procedures binder is a step-by-step reference document that helps the person covering you know how to cover your job effectively so that you do not return to a pile of paperwork or unhandled business.

During the seminar, the following items were addressed:

- 1) 5 simple steps to get you started in creating your administrative procedures binder
- 2) Appropriate items to include in your binder
- 3) How to document understandable processes and procedures
- 4) How to maintain your administrative procedures binder in hard copy and electronic formats

Participants acquired many useful tips and information on how to create their own procedures binder for their daily, weekly, and monthly tasks so that they can feel confident leaving the office knowing business will run smoothly in their absence.

All Things Admin has some free procedures templates that you can download from their website (<http://www.allthingsadmin.com/>).



Annissa Spechko & Marie Olinik

IAAP Regina Chapter Spring Seminar Co-coordinators

Tips & Tricks: Resume Red Flags



The recruitment process, candidate market and career choices have changed dramatically over the past few years and continue to change. Hand-written resumes, which were the norm five-ten years ago, are now generally considered 'old school' and some companies only accept resumes submitted via email or through an on-line application portal. Where face-to-face interviews were a must, interviews are now being held via video-conference or Skype, often involving interviewers from multiple geographical locations. Where once there was an expectation to hold the same job/career for life, the average person is now expected to change their job every 2 to 4 years and, in fact, it is normal for people to now have two to three careers in their lifetime.

These changes are having an impact on the resume short-listing process. For example, where once recruiters could view a candidate with two jobs in ten years as a sign of instability, in today's market this could be seen as a loyal candidate with a long tenure, or as someone who has gained valuable varied experience.

So let's look at some red flags and update them to meet today's market trends.

- Changing Jobs – how often is too often?

- From an HR perspective, this still raises a red flag. However, the parameters have shifted a little. For example, the job for life expectation is pretty well eliminated and recruiters and hiring managers expect candidates to have held multiple jobs in their career. Statistics show that the average employee will change jobs between 11 and 15 times during their working lives. This means that a resume from a candidate who has changed jobs every two to three years does not necessarily indicate disloyalty or instability. So the red flag for changing jobs is usually raised when a resume shows that the candidate is changing jobs every two years or less.

- Paragraphs? Or bullet points.

- The most effective way to show your achievements is by presenting them in an itemized, precise and concise bullet point format. If not presented in this format, your resume could be viewed as lacking in worthwhile achievements. Remember that HR recruiters view more resumes than was the norm 5-10 years ago and, just like people make quick judgements based on first impressions, HR recruiters tend to pay more attention to a resume if they have a good first impression. Bullet point format allows the person reviewing the resume an opportunity to see at a quick glance whether the candidate meets the minimum requirements.

- However, bullet points without accompanying details lack in credibility and these achievements are questionable. Accomplishments or responsibilities which are written in a very general way and which lack specific detail lack credibility and are clear red flags

Tips & Tricks: Resume Red Flags

(continued)

- Got laid off?
 - Even in the current economic market where lay-offs are frequent, resumes that show the candidate has been laid off more than once should be red flagged. Why? Because most companies select people for lay-off in a reverse hiring process; that is, the least competent employees are the first selected for lay-offs. So being laid off is still a red flag situation.
- Explain your red flags
 - If you have red flags, explain them in your cover letter. The best applicants will recognize their weaknesses and will address them in their cover letter. Failure to do so raises another clear red flag.

Jocelyne April, CMP, CAP-OM
2012-13 President Elect, Western Canada Division



Education Information

Technology Applications specialty now available

Take the next step in your career by attaining the Technology Applications specialty from IAAP. Earning the Technology Applications specialty demonstrates your commitment to continuing technology education. Make a difference in your career by earning the TA specialty from IAAP. Stay tuned next month when Debbie Gomersall, CAP Western Canada Division Certification chair will bring you more information about this specialty designation, and how you can achieve it.



Common Workplace 'Wisdom' That May Not Be Wise At All

Unexamined assumptions can be dangerous, especially in the workplace. Some of the common advice that stubbornly persists in office environments is best taken with a grain of salt if you want to truly succeed. Following are five examples:

Working more hours bolsters success. Well, not necessarily, especially if you're working longer hours because you're not using your time efficiently. A lack of organization or failing to prioritize tasks could be the real reason you're burning the midnight oil. If you find yourself working late or on weekends more often than not, you may need to consider replacing some of your time-wasting work habits with more productive ones.

Always volunteer for additional assignments. Not if you already have a full plate and/or can't reasonably handle additional work. Overextending yourself can lead to burnout, and not being able to deliver because you're in over your head can hurt your credibility. The best time to take on an extra project is when, **a)** you can fit it into your existing workload; and, **b)** you have the required skills and knowledge to successfully complete it.

Turning down a promotion is always unwise. Not if the only aspects of the new position you find appealing are an impressive title and more money. Before immediately accepting, consider whether your new responsibilities truly interest you, help you achieve career goals or improve your work/life balance.

Don't bother with the 'little people.' Focusing your efforts only on pleasing those who control your future is not a good game plan. Colleagues on all levels also play an integral role in your advancement. Without help from your peers, you'd have difficulty with things like meeting tight deadlines or gaining access to key contacts. Also remember that your coworkers' opinions of your abilities and qualities are very likely to get back to management — both their positive and negative opinions. Impressing the higher-ups may be the ultimate goal, but success begins by fostering relationships with those around you.

Don't indulge in water cooler chit-chat. This would be a good rule to follow if you have no interest in connecting with your colleagues on a more personal level. As long as you don't participate in malicious gossip, there's nothing wrong with sparing a few minutes each day for some non-work related talk with co-workers. Doing so strengthens professional relationships and makes you seem accessible instead of stuffy and stand-offish.

Some procedural notions in the workplace shouldn't be interpreted as hard and fast rules. Otherwise, they could end up thwarting your career momentum instead of boosting it.



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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 EGROUPTS... 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, I think I said that last month and it was not quite true for Manitoba. There are a lot of individuals still concerned about flooding this year, however the weather has just now started to warm up. How is the weather in your area? I invite everyone to send me a note on how they celebrated APD 2013. Another topic would be to send me a short blurb on your experience attending CDC this year. Hope to see everyone in Lethbridge. 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

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

