

# WCD Connections

Western Canada Division



NOVEMBER 2011

## Message from the Western Canada Division President

### What's In It For Me?

In a recent conversation, someone said to me "My membership is coming up for renewal. I haven't decided if I will renew. Tell me: what's in it for me?" This question frustrated me. This means that someone is not getting all the advantages that their membership offers. To answer this question I would like to tell you what I get from my membership.

The most important benefit of my membership is the opportunity for both personal, professional and leadership development. Now I am able to facilitate workshops, give presentations and be comfortable in large groups of people. From the chapter positions I have served on to my present position as Division President, they have all been rewarding learning experiences for me.

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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
Nanaimo - Prince George - Lethbridge
Fraser Valley - Vancouver
Calgary - Regina
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



## Message from the WCD President - Continued

I have the opportunity to network with over 28,000 admin professionals all over the world. I have access to information and technology. I have had assistance and have offered assistance to other administrative professionals in IAAP through various e-groups.

I have followed the Pathways to Excellence Program that is a guide to being a better business professional and has opportunities to upgrade any areas that still need improvement. I expect this to be an exciting and ongoing challenge in my life.

I have access to an amazing resource library that offers a host of documents and presentations. I have the opportunity to get great deals on training on-line at the Madison College that can be followed up with the IAAP Career Center. I find value in the communications online and in regular mail. I certainly have had opportunities to travel to events that offer specific information relevant to my career path and update me on new technology that I would not have access to through my employer.

I am utilizing the IAAP partner promotions. I take advantage of the IAAP Avery templates offered to me on the IAAP Website as well as the link to Avery online templates for business use. I have used the Office Team salary guide and just recently completed the online Work Color Guide. I appreciated the Hammermill updates and follow-up on the new Post-It Notes developments. Have you checked out the Samsill fold back binders yet?

This is a small part of what my membership has to offer me. What's in it for your? That's entirely up to you.

*Jayne Clark, 2011-2012 Western Canada Division President*



THANK YOU IAAP for your donations to the RTF for the past 50 years! Thanks to you, your chapter and division, we have built a healthy treasury. It all began in 1958 when Della Herring had a dream for a retirement center for us and donated the first dollar. Della's dream became our dream and you made it come true with Vista Grande. Now in addition to Vista Grande, we have the HSN program (Housing Subsidy for Admins in Need). HSN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria.

This year, instead of fundraising, we have a different request. Instead of raising money, we are asking you to help us give it away! We need your help to raise awareness of the HSN program and increase grant applications. The next deadline is quickly approaching on November 15<sup>th</sup>. Go to [www.iaap-rtf.org](http://www.iaap-rtf.org) for more information.

**THE RTF STANDS READY TO HELP ADMINS IN NEED!**

## Pathways to Excellence - Upcoming Deadlines ...

Congratulations to all the chapters who successfully achieved another criteria by meeting the October 1, 2011 deadline for submitting their programming. According to my calculations, you have achieved 2 out of 8 criteria, that's 25%. Great job!!

The next important deadline is December 31, 2011 when the chapters must submit their 2011-12 budget and 2010-11 financial review to the members with a copy to Division. By January 15, 2012, I will submit the second report to HQ documenting the chapter submissions. If the chapter sends these financial reports directly to the Division Treasurer, please send me a copy too.

Remember, if your chapter has had the Membership Drive, please download from the HQ website "Membership Drive Evaluation Form". Also, if you've had a new member orientation at your chapter, there is the "New Member Orientation Evaluation" form to complete. While these documents are not officially required until June, 2012, early submission will reduce the many things you have to take care off at the end of the fiscal year.

On a personal note, I extend my sincere thank you to Jayne and Terri for covering for me in September and October with Pathways to Excellence reports and the newsletters. I was devastated by the sudden passing of my younger brother which was compounded by an enormous amount of stress at work. Jayne and Terri gave me the space I needed to regain my passion and momentum. Ladies - I shall be eternally grateful for your kindness and support.

*Sheila Finlay, 2011-2012 Western Canada Division Pathways to Excellence Chair*

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## New on the Western Canada Division Website

Please visit the Western Canada Division Website ([www.iaap.ca](http://www.iaap.ca)) regularly. The 2011-2012 Budget and Financials are posted on the Western Canada Division website. You will also find a short survey on the home page.

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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.

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## 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!

## WCD Nominations Update ...

- ◆ Have you ever thought about what it might be like to lead a division, to be responsible for a division's finances, member communications or correspondence?
- ◆ Have you watched a division leader and wondered if you could do what they do?
- ◆ Have you watched a division leader and thought to yourself that you could never do what they do?

If you answered "yes" to each, or just one, of these questions, Western Canada Division would like to hear from you.

If you answered "no", to any of these questions, Western Canada Division would like to help you to discover the confidence to say "yes".

Leadership is many things but it is a planning process and it is about planning. So even though it is November and we are enjoying the kids' Halloween candy, wearing poppies to honour our Canadian war heroes and (maybe) starting to think about Christmas, we are also thinking about the continuation of leadership at the Western Canada Division level. By ensuring the continuance of strong, professional and committed leadership, we ensure the continuation of a solid and effective division.

Division leadership offers a rewarding, educational and yes, enjoyable experience. Members look to IAAP's leaders for many things; IAAP's leaders look to IAAP's members for just as much Standing for office at the Division level of IAAP illustrates to others the level of your commitment to IAAP, your career and yourself.

I would ask Western Canada Division members to ask themselves, "what could I do?"

Members, watch for the official call for nominations for Western Canada Division offices soon.

*- Dawn Becker, CAP-OM, IAAP Western Canada Division Nominations Chair*

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## Upcoming Events ...

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

The 2012 Canada Divisions Conference will be held at the Delta Hotel. Watch for details in from the Co-Chairs Susan Chandy and Carol Donaghy regarding conference flight discount rates, airport shuttle conference rates and much more. This will assist you in making the most of your travel plans.

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### 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>



## Extraordinary Leaders - Character Traits: EMBRACING CHANGE

The 2011-2012 Western Canada Division Board is excited to present you with the third 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.

### EMBRACING CHANGE

Often the Administrative Professional is the person in the office that others come to converse with when events happen, whether those “events” are positive or negative. This is why it is important for the Administrative Professional to embrace change, that way when others come to talk to you about events that are happening in the office you can help others to not be fearful or anxious of change but to follow your example and embrace change.

So how does one learn to embrace change? You develop another way of viewing situations. Each event that happens to you has the ability to move you forward or backward. The way you choose to view a situation determines your experience.

When we accept the fact that nothing lasts forever, we are better equipped to deal with change. Struggle occurs when we resist reality. So the best way to end the struggle is to embrace the temporary nature of situations that take place in life. Enjoy the good times while they happen and remember that the not so good times are just temporary. The light will appear at the end of the tunnel ... you just need patience.

Nothing of value was ever achieved by remaining stagnant. It is impossible. We learn and grow due to change. When we are faced with a situation that forces a change of some kind, our awareness is inevitably expanded. Many people express grief about change and doing that just keeps you stuck.

### What can you do to deal with change?



Accept that change is an attitude.



Create a personal vision



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**Extraordinary Leaders - Character Traits:**

**EMBRACING CHANGE (continued)**



Focus on what you can do, not what you can't do.



Develop a perspective of opportunity.



Create a willingness to learn and develop.



Learn to love ambiguity.



Each day, new careers, opportunities and fortunes are created by people who don't just survive change, they embrace it.

You must be the change you wish to see in the world. - MAHATMA GANDHI

Profound and powerful forces are shaking and remaking our world. And the urgent question of our time is whether we can make change our friend and not our enemy. - BILL CLINTON

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

**Chapter President's Conference Calls**

The 2011-2012 Chapter President's Conference Calls have been established. Mark your calendars, details for the conference calls will be forwarded to the applicable participants closer to the meeting dates.

⇒ MARCH 29, 2012—7:00PM (Mountain [Alberta] Time)



## From our Sponsor: Maureen Tazzioli, ReZultsMatter ... Managing Stress

*"The only difference between a diamond and a lump of coal is that the diamond had a little more pressure put on it." – Anonymous*

Are you feeling overwhelmed and are easily frustrated? Have you wished that one day you could wake up from the nightmare you are living and all would be wonderful again, as your workload would be all caught up? If you can relate to these questions consider yourself to be in good company as many of us, especially those of us working as professional administrators know, stress can be a direct result of others placing unrealistic demands upon us as they forget that we are just one person.

Understanding the importance of keeping stress levels healthy, here are three gentle reminders that I incorporated into my daily routine helping me to remain relaxed, productive, and calm when everything else around me is in complete chaos.

**You are just one person** – For many of us, being able to multi-task is talent and gift unto itself. But do we recognize the dangers associated with taking on too much? Helping to combat the cycle of multi-tasking consider this. Set a limit as to how many tasks you wish to have on the go at the same time. My limit is set at five which reflects the number of fingers I have on one hand, which reminds me that I am only one person. After that I begin to delegate more, asking assistance from those who may not be quite as busy. During my delegation process I make sure that I am not merely *dumping* my workload onto some unexpected individual, but rather I ask how comfortable they are to take on another task. If found to be too overwhelmed themselves, I will seek another person, who is just as skilled and qualified to assist me for I have learned that it does no good to me, if I am responsible for overwhelming someone else I care about.

Doing it this way allows me to better understand the importance of staying on track and pacing myself. In the end, I am able to keep my stress level down while the quality of my work continually improves, allowing me to do more work in less time.

**Respect your body's messages** - One of the key factors to becoming stressed and overworked is when we choose to ignore our body's messages and what it is trying to tell us. For example, if we are constantly yawning, or having difficulties concentrating, we may be tired, and so the best thing that we can do for ourselves and our body is to get some sleep.

If however, we choose to ignore these signs then we run the risk of losing concentration; making rash decisions and being abrupt with those closest to us. Keep the pace going and we can become increasingly frustrated as simple tasks become extremely difficult forcing us to shift all our energies on who to blame versus recognizing what we could have prevented had we acknowledged our role in accepting too many tasks to begin with. By listening to our bodies we can become better equipped to handle more things at the same time keeping all emotions and actions in alignment with desired outcomes.

**Learn to let it go** – It has been my experience that if you hang onto negative emotions then moving forward at a healthy pace, is next to impossible. You see, I used to be easily offended. If someone said something to me that sounded abrupt or harsh, I would instantly be hurt by their actions and the tone that they used to express themselves. However, what I have since learned is that most of us, when in a state of being overwhelmed and extremely busy responses to questions asked appeared to be rather abrupt. However, all they knew was that they were in a hurry and did not have the time to explain things fully in a pleasant manner.

How quickly it is for us to forget that although we may be busy and overworked, our tone and actions may be hurting someone else's feelings and in turn preventing a healthy working relationship from growing. Putting things into perspective think about this.

In order to be effective as people, we must be willing to remain calm and nonjudgmental when communicating with each other. Appreciating and accepting the goodness in each other, healthy working relationships can become a common occurrence. For negative stress, if not carefully worked through, can create much damage in its path and so the best gift we can give ourselves and each other is the gift of letting go.

Remember, stress, if properly managed can be a wonderful thing, for with it, the heart and soul of a person is granted an opportunity to shine.

*(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 306.751.0009 or 1.877.953.9235(EXCEL) or by visiting her website at [www.rezultsmatter.com](http://www.rezultsmatter.com). This article is reprinted with the author's permission).*

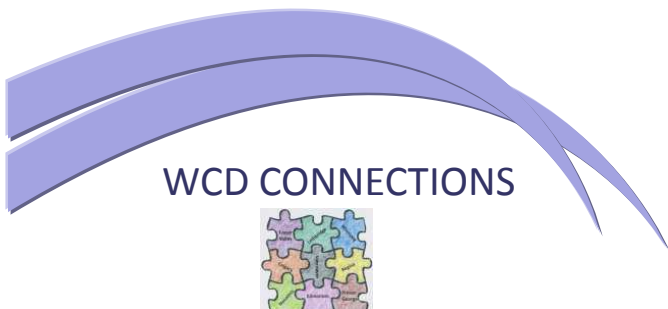


## E-Groups ...

- ◆ 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 issues ...

- ◆ In the December issue we will be sharing Chapter Best Practices.
- ◆ Our fourth 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 fourth character trait that we will be providing you information on, from the perspective of an Administrative Professional, is RISK TAKER in the **JANUARY 2012** edition of WCD Connections.
- ◆ There will also be many more interesting and informative articles in our next issue.



WESTERN CANADA NEWSLETTER

- ⇒ To submit articles or to advertise administrative events in your area, contact **Terri Peters, CPS** ([terri.peters@shaw.ca](mailto: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).