

WCD Connections

November 2012

Western Canada Division

Message from the Western Canada Division President

The weather is getting cooler here in my neck of the woods, and we have received our first real taste of winter by receiving 24 cm of snow over two days! My thought is that winter has come way too soon this year.

I would like to thank Ann Nagy from the Regina Chapter for bringing to my attention an error in my October President's message. I meant to say that the dates for the Canada Divisions Conference (CDC) are MAY 23-25, 2013! ☺ Typing the year incorrectly in a date usually gets me as we go into the New Year, but we are still a few months away from that. My apologies for the error in the date. I do look forward to seeing as many of you as possible in **May 2013**.

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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

Chapter Liaisons

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

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



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

This month I would like to share some impressive news with you. Western Canada Division is currently showing a 3.1% increase (since July 15, 2012) in our membership. This is a great accomplishment to date for our Division and I would like to thank all of the Western Canada Division Chapters and Members for your efforts on increasing our membership.

It is equally important for us as a Division and also for your Chapter to ensure that all of you continue to be members of this great organization. I would ask each of you to take the initiative and provide feedback to your Chapter Leadership or to me if you have ideas for improvement of the benefits you are receiving as a member of IAAP. My honest opinion is that the benefits that I receive from this organization are endless, which is why I renew my membership each year. The longer I have been a member, and the more I work to achieve my goal of being involved in IAAP, the more I see the benefits.

It is also important for all of the Membership Chairs within the Western Canada Division to access the Active Members Rosters on a monthly basis and make contact with those members whose membership has dropped. Possibly they have just missed their membership renewal date, or simply just forgot to renew. It is always worth a call or an email to check on that member and encourage them to renew their membership.

All IAAP members are responsible and accountable for their own professional growth, and for presenting the "face" of our association. As an IAAP Member you can be that "face" when new members join, take time to orient and involve these new members, mentor the new members, and engage them in the association from the moment they join. Keeping in touch with members throughout the year is crucial in achieving our membership retention. While I was at EFAM this year I heard the most profound statement regarding our new members. That statement was, "A new member's orientation is not complete until they have renewed their membership". Let's all ensure that our new members are aware of the benefits they receive by being a member of IAAP.

Enjoy the month of November, and stay warm!

Terri Peters, CAP
2012-2013 Western Canada Division President



Western Canada Division Website - Survey

Have you visited the Western Canada Division Website lately? (www.iaap.ca) There is a section under the 'About Western Canada' tab titled 'WCD Survey'. Take a few moments to participate in the survey that is currently posted. Western Canada Division values your responses and comments to our surveys.

Check back often as new surveys will posted throughout the year.

You will also find other valuable and interesting information on the Western Canada Division website that Members and Chapters 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, 2012-2013 Western Canada Division President

Book Review..... Treats for the Mind

If you are a book-worm, good for you – you are well on your way to moving your professional career forward. If you are not an avid reader, keep reading and discover why you need to become one.

One of the stepping stones to your career growth and professionalism is a commitment to excellence through continuous learning. Studies show that those who read personal and professional development books propel their careers forward much faster than those who don't. In fact, it is suggested that you read at least one book per month. By learning through reading you will reap the rewards of continued growth. You will also empower others to seek knowledge. So join the group of readers who gain multi-faceted information by spending just a few hours a day reading.



Book Review..... Treats for the Mind**(continued)**

Journey towards Professionalism: Straight Talk for Today's Generation by Jonathan R. Key is a 120-page paperback quick-read for professionals at any stage of their career. Part 1, "Getting in the Door" addresses topics such as business attire, resume writing, first impressions, getting through the interview and your first few months on the job. Part 2, "On the Job" focuses on punctuality and attendance, loyalty, reliability, business attire (yes, there's more on that topic), social media, cell phones, office gossip, happy hours and "if things go south". Hopefully, things don't go south for you but that happens. Perhaps the foot (you) no longer fits the shoe (company) and it's time to move on. Part 3, "Moving Up" is probably where you want to start – but don't. If you are tempted to start here, read pages 3 and 4 of the book to find out why.

This paperback is a fast read. In fact, I read Part 1 and most of Part 2 on the plane when traveling from Edmonton to Calgary. Yes, I'm a fast reader (a skill you'll want to develop as well), but I was reading for the purpose of writing this book review so I wasn't just skimming through pages.

I found a few grammatical errors which can be annoying. However, in this era of self-publishing (which may be the case here), I have found grammatical errors to be common in many books and have learned to be forgiving.

The information in this book is very valuable whether you are just starting out in your career or have been in the professional world for many decades (like me). The chapters in each section will "walk you through some of the traits of being a professional from beginning to end" and the author summarizes each chapter with "Chapter quickies". In his intro, Jonathan suggests that you "take the quickies and make them a part of your professional life". If you do, watch your career soar! But don't just read those; you'll miss out on a lot of valuable information if you do.

Jocelyne April CAP-OM
Western Canada Division, President Elect



IAAP Core Values - RESPECT

This month’s article is covering the IAAP Core Value of “Respect”.

What does respect mean to you, your family, your co-workers, or anyone in particular?



Respect:

- a) a feeling of deep admiration for someone elicited by their abilities, qualities or achievements personally or professionally.
- b) honors the worth or dignity in a person or process.
- c) has great importance in our everyday life.
- d) means being polite and kind always. Don’t diss people because they are different than you.

Growing up, we were taught to respect our parents, family members, our teachers, rules (household or school), the feelings of other people around you, etc. We continue to value respect when we enter the work force even if it is our first job or our first job in what we were trained to do.

All levels of employees in your organization are worthy of the same respect from you and should not be graded as to the level of respect they receive depending on how high up they are on the totem pole in the organization. For example, the housekeeping staff member should be given the same respect as the administrative professional, CEO, Nurse, etc.

We show respect by calling a person by their full name if they have specific credentials (i.e.: physician). For example, we would say: “Dr. Brown, could you do this for me” rather than “John, could you do this for me”.



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IAAP Core Values – RESPECT

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(continued)

As an administrative professional, we respect what our co-workers have to contribute by:

- a) listening to them,
- b) understanding their feedback, comments or concerns,
- c) acknowledging what they offer even though you may not agree 100% with it,
- d) offering any information we can provide them as they may be new to the organization, new to the position, or haven't been taught what to do in that circumstance.

We take others' preferences and ideas seriously and value their points of view. This means being open to being wrong and accepting people as they are.

Respect is not only towards people, but to their property as well (i.e.: their office equipment and stationery, their personal belongings i.e.: personal pictures, etc).

Treat others, including your friends, in the manner in which you expect to be treated as an administrative professional. This is an attitude demonstrating that you value others.

This feeling helps you know who you should respect in life and knowing who to respect in life is one of the greatest accomplishments you can have. If you respect the right people, they will help you become a better person.

Michelle Zahayko
IAAP WCD Treasurer 2012-2013



Pathways to Excellence – Updates and Upcoming Deadlines

Great news members ... confirmation has been sent from HQ that WCD Criterion #3 has been successfully submitted and received!

Upcoming Deadlines

Criteria #4 – Chapter develops and /or updates business plan. **Chapter submits business plan to Chapter members with a copy to the Division by April 30, 2013st.**

CHAPTER OF EXCELLENCE DEADLINES TO REMEMBER

#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	

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!

Maureen Glover, CAP-OM Western Canada Division Pathways to Excellence Chair

Email: mglover@westport.com



From our Sponsors : OFFICE TEAM

The Job Hunt: Making the First Cut *Six tips for acing a phone interview*

Phone interviews are becoming increasingly popular as a way for hiring managers to weed out unqualified job candidates from among the many applications they receive for each open position. In many cases, in the span of a few minutes, an employer can assess over the phone an individual's personality, skills and enthusiasm — and decide whether there's a need to proceed any further.

What this means is that you have a short amount of time to make a good impression and secure yourself a place on the list of viable applicants. With such a small window, it's crucial to be well prepared.

Following are six tips that can help you ace your phone interview and put you one step closer to landing the job:

Update your voice mail: Still using a voicemail message where you ad lib the lyrics to your favorite song? If so, you may want to change it to something more appropriate. Rather than finding it humorous, an employer is more likely to consider you unprofessional.

Land lines trump cell phones: Answering interview questions on a cell phone while, say, exercising at the gym is irritating for the hiring manager and probably won't land you on the short list of applicants. Try to take calls from employers on a landline, in a room free of distractions and background noise and use a cell phone only if you have no other option.

Keep your facts straight: Having a written record of names, places and positions you've applied for in an easy-to-find location is helpful, particularly if a perspective employer calls unexpectedly. Scrambling to remember things during the interview could lead to an embarrassing blunder if you become confused, and might make you seem uninterested in the position. Let the call go to voicemail if you feel unprepared, but be sure to respond promptly.

Practice beforehand: Just as you would for an in-person interview, try to anticipate which questions might be asked so you'll have well-thought-out answers at the ready and not be caught off guard. Research the company online, and think about how best to articulate answers that demonstrate your knowledge of the position.

From our Sponsors..... continued

Paint a picture with your voice: The way you sound when answering questions during a phone interview is what gives an employer a mental image of you. You'll have to rely on your voice to convey your personality, so try not to sound wooden or rehearsed. Using complete sentences rather than one word eliminates uncomfortable silences while the interviewer waits for you to elaborate.

Tie up loose ends: Before wrapping things up, tell the interviewer how much you appreciate his or her time and that you enjoyed learning more about the company. You might also inquire about next steps in the process. Ending the interview this way instead of simply saying thank you makes it feel more complete and reiterates your interest in the position.

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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OFFICETEAM®

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)

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.....

Next month your Western Board Secretary Dianne Thiemann will be presenting an article on another of the IAAP Core Values - **Adaptability**. I know I am looking forward to reading up on this topic. I invite everyone to send me your tips and tricks for handling the holiday season hustle and bustle, which I will include in the December issue. There will be many more interesting and informative articles in our next issue. Stay tuned.



Upcoming Events.....

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.

Futures Conference (Strategic Planning Session)

March 15-16, 2013 - Anaheim, California

Technology Education Conference – TEC

March 17-20, 2013 - 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

