

WCD Connections

Western Canada Division



OCTOBER 2011

Message from the Canada District Director, Lina M. Veglia

It's October already! The leaves are changing colour, the air is crisp and it's the season for turkey dinners and family gatherings. Like most of our holidays that bring families together, Thanksgiving is a time for all of us to reflect on the things that we are most thankful for. I am most thankful for my family, my friends, my employment with the City of Cambridge and for the IAAP which has made a huge impact on my life.

October brings a very busy time for me with various Oktoberfest events in the K-W area. At the moment, I am planning an Oktoberfest Community Luncheon with the Mayor and Members of Council. We will be handing out 3,000 Oktoberfest sausages to members of our community. It's a huge undertaking, but a lot of fun with an official keg tapping with Onkel Hans, Miss Oktoberfest and traditional Bavarian music by the Black Forest Band.

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Division Officers

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

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, CPS
CERTIFICATION	Joan Beaudoin, CPS
MEMBERSHIP	Petrina Hobbs
NEW CHAPTER BUILDER	Dawn Becker, CAP
NEWSLETTER	Terri Peters, CPS
NOMINATIONS	Dawn Becker, CAP
PATHWAYS TO EXCELLENCE	Sheila Finlay
RESEARCH & EDUCATION / RTF	Eileen Gormley, CPS/CAP
STUDENT CHAPTER	Jayne Clark
WEBMASTER	Terri Peters, CPS



Message from the Canada District Director - Continued

For those of you who are planning to attend the CDC Conference in Kitchener next June, there will be an Oktoberfest event on the Friday night so you will be able to sample some of the area's best Bavarian food, do the chicken dance with Onkel Hans and purchase a few souvenirs to take home.

Some important dates in October include:

- October 1 – Call for Nominations for International Office and RTF Trustees.
- October 15 – Submissions for By-laws and Standing Rules

Hotel reservations are now open for the 2012 Education Forum and Annual Meeting at the Gaylord Texan Hotel and Convention Centre in Grapevine, Texas: <http://www.iaap-hq.org/news/hotel-reservations-2012-efam-now-open> - make sure to promote this event to non-members as well.

CONGRATULATIONS to the Regina Chapter on the occasion of its 40th Anniversary this month. My very best wishes to all the members as you celebrate this special anniversary.

I hope to see many of you at the Ontario Division Education Forum taking place October 21 & 22 at the Ramada Inn in London. Have you registered yet? There are 5 points to be gained for recertification with the sessions that are taking place, including "The Five C's of Change" by Gus Takkale.

In closing, I leave you with this thought - each one of us may be only one person, but we can make a difference. Let's all work together in **Making the Leap to Remarkable**.

Lina M. Veglia, 2011-2012 International Director, Canada District

Recertification: The Key to Continued Professionalism

Recertification is required every five years to keep your professional certification status. Points are earned in the categories of Continuing Education, Other Certifications, and Leadership. A total of 60 points are required every five years.

Some of the largest changes to IAAP's recertification program are:

- ◆ The number of points required for recertification will be reduced from 90 to 60.
- ◆ The Experience category will be renamed "Other Certifications." 5 points will be awarded for each certification, up to a maximum of 20.
- ◆ The Leadership category will award points for officer or chair positions for committees active for at least 7 of the 12 months in the IAAP year. 5 points will be awarded for each position held, up to a maximum of 20.
- ◆ The Education category will be renamed Continuing Education and will tightly follow the exam outline; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.
- ◆ Workplace Projects category will be eliminated.
- ◆ The Elective category will be eliminated.

This information is from the IAAP website under certification/recertification.

Good Luck to all Members who will be writing your exams in November!

- Joan Beaudoin, CPS / 2011-2012 Western Canada Division Certification Chair



Congratulations to Regina on their 40th Anniversary!

October 16, 1971 - October 16, 2011



2011-2012
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September 23, 2011

Regina Chapter/Western Canada - 603410

Dear Members:

On behalf of the Board of Directors, warmest congratulations to the members of Regina Chapter of the International Association of Administrative Professionals, on the celebration of your 40th anniversary.

Your chapter has witnessed great changes in our Association since October 1971, and has been a part of shaping the ever-evolving role of the administrative professional over the years.

In this *Making the Leap to Remarkable* year, your enthusiasm, dedication and commitment are essential for the ongoing success of IAAP. Chapters such as yours are beacons for all our chapters, and are true testaments to the enriching value of IAAP.

My very best wishes to you as you celebrate this special anniversary.

Sincerely,

Tamra Goodall, CPS/CAP
International President

TG/as

Enhancing the success of career minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

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IAAP Western Canada Division, Member Recruitment

During the month of October, the International Association of Administrative Professionals views October as Member Recruitment month.

Chapters are encouraged to hold special information meetings to present the following topics:

- 1) IAAP membership benefits for both the member and their employer.
- 2) IAAP Organizational Structure and Professional Designations.
- 3) Overview of the Pathways to Excellence Program.

What a great way to showcase IAAP and your local Chapter.

The Western Canada Division Board has earmarked funds in our budget to assist our chapters with the costs associated with holding Member Recruitment events.

The criteria to be eligible for the funding is:

1) Chapters must submit their intent to hold a Member Recruitment Drive and the intended event date in writing via e-mail to myself (mzahayko@sasktel.net) by October 15, 2011. One Member Recruitment meeting application per chapter only. No requests will be accepted after the deadline date. Chapter requests received will be reviewed and considered for processing by the WCD Board, with the amount approved to be communicated back to the Chapter President.

2) Once approval has been communicated by the WCD Treasurer to the Chapter, and the Chapter holds its "Member Recruitment Drive", the Member Recruitment form must be completed entirely, and submitted back to me for WCD Board approval of disbursement of funds. Note: It is suggested the Committee use this form for their Annual Report.

3) The Member Recruitment Drive must be held between September 1, 2011 and April 30, 2012 to qualify for Western Canada Division "Chapter of Excellence" funds.

The amount disbursed to the Chapters, who applied before October 15, 2011 and were approved by the Board, will depend on how many applications I receive. The funds will be awarded at the Western Canada Division Annual General Meeting on June 9, 2012, at CDC in Kitchener/Waterloo.

When a Chapter holds a Member Recruitment event, it is an opportunity for your chapter to meet Chapter of Excellence Criteria #3. Please note, you are still required to submit the Membership Drive Form to Sheila Finlay by June 1, 2012 to be eligible for the point. If new members are recruited during the member recruitment event and you hold a new member orientation, the new member orientation form needs to be submitted to Sheila Finlay by June 25, 2012 so you are eligible for Criteria #4 under the Chapter of Excellence Program. That is two points you can obtain towards Chapter of Excellence just by holding a Membership Drive and having new members join that night and a new member orientation held.

The WCD Member Recruitment form is posted on the Western Canada Division IAAP web community (<http://www.iaap.ca>) under About Western Canada, WCD Resources, Resources.

If you have any questions or concerns about this funding, please do not hesitate to call me at 306-584-7581 (evenings).

Thank you!

- Michelle Zahayko, IAAP Western Canada Division Treasurer



New on the Western Canada Division Website

Please visit the Western Canada Division Website (www.iaap.ca) regularly. The 2011-2012 Budget and Financials are posted on the Western Canada Division website. You will also find the updated Bylaws and Standing Rules.

Sauder School of Business UBC, Executive Education Program

The Vancouver chapter has been working with the Sauder School of Business UBC, Executive Education program over the last few years. We have given them feedback to develop their Certification Program in Professional Administrative Leadership. It is now part of their Executive Education program and the courses are very popular and often sold out.

We are very pleased that they are offering the courses to IAAP Members at a 10% discount and have a dedicated website for IAAP registrations. They also promote IAAP to students who take these courses.

I am sharing this information with other chapters within WCD so they can take advantage of this offer as well. I think this is a very exciting opportunity both for IAAP members and another opportunity to create further awareness of IAAP.

www.sauder.ubc.ca/Programs/Executive_Education/The_Sauder_Advantage/Partnerships/IAAP

- Kathryn Moes, CAP, Vancouver Chapter President

The screenshot shows a website page with a navigation bar at the top containing: FOR INDIVIDUALS, FOR ORGANIZATIONS, INTERNATIONAL PROGRAMS, THE SAUDER ADVANTAGE, and OUR FACULTY. Below the navigation bar is a breadcrumb trail: Home > Programs > Executive Education > The Sauder Advantage > Partnerships > IAAP. The main content area features a blue header for 'The Sauder Advantage' and a sub-header: 'SAUDER SCHOOL OF BUSINESS PARTNERS WITH THE INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS'. A logo for the International Association of Administrative Professionals is displayed. The text states: 'The University of British Columbia's Sauder School of Business has partnered with the International Association of Administrative Professionals to offer a 10% discount to all current IAAP members.' Below this, a section titled 'Courses approved' lists five courses: 'Building Great Workplace Relationships', 'Leadership for Administrative Professionals (Also offered in Victoria, BC)', 'Powerful Conversations for Administrative Professionals', 'Project Management for Administrative Professionals (Also offered in Victoria, BC)', and 'Solving Business Problems Proactively: Virtual Bootcamp for Administrative Professionals'. A 'How to Register' section provides a phone number: 'Please call our registration line at +1 604.822.8400 (Toll Free - +1 1.800.618.3932) to use your 10% discount.' A 'Got Questions?' section lists contact information for Kathryn Moes, International Association for Administrative Professionals, with the website www.iaap-vancouver.ca. At the bottom, contact information for Gordon Rein, Executive Education, is provided. The footer includes a globe icon and the text 'Internet | Prot'.



Extraordinary Leaders - Character Traits: OPTIMISM

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

OPTIMISM

According to the Merriam-Webster Online Dictionary the definition of Optimism is as follows:

op·ti·mism *noun* \ 'äp-tə-,mi-zəm \

Definition of **OPTIMISM**

1 : a doctrine that this world is the best possible world

2 : an inclination to put the most favorable construction upon actions and events or to anticipate the best possible outcome

When I think of individuals that are Optimists I think of the saying “seeing the glass half-full instead of seeing the glass half-empty”. Thinking like an optimist is said to positively affect mental health and physical well being. Some days and depending on the situation it can be difficult to see the silver lining amongst the clouds. Extraordinary Leaders possess the quality to see the glass half full, and sometimes they even see it as totally full (half air and half water)!



As an Administrative Professional thinking as an optimist is key to success in your position. Many times Administrative Professionals are brought negative scenarios, or problem scenarios that we need to turn into positive scenarios. This allows you to focus on completing the task at hand and also makes those around you feel like the situation wasn't as bad as they first thought it was.

Have you ever been asked to make some travel plans for one of your colleagues where there were a lot of difficult connections to be made because of varied meeting locations. Your colleague may have brought this task to you with a lot of negativity as they may have been frustrated with the scheduling of their meeting locations. If you approach this task with optimism, it will make the task at hand easier to deal with and get accomplished and it may also change the perspective of your colleague. This becomes a win-win situation. An optimistic approach to this situation will make the issues at hand temporary.

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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.

- ⇒ OCTOBER 27, 2011—7:00PM (Mountain [Alberta] Time)
- ⇒ MARCH 29, 2012—7:00PM (Mountain [Alberta] Time)

Extraordinary Leaders - Character Traits: OPTIMISM (continued)

The following points were located in a March 2008 blog posted by Brian Tracy of Brian Tracy International. These points are ways to learn how to control your thinking in specific ways so that you will feel terrific about yourself and your situation, no matter what happens.

Control Your Reactions and Responses

There are three basic differences in the reactions of optimists and pessimists. The first difference is that the optimist sees a setback as temporary, while the pessimist sees it as permanent. The optimist sees an unfortunate event, such as an order that falls through or a sales call that fails, as a temporary event, something that is limited in time and that has no real impact on the future. The pessimist, on the other hand, sees negative events as permanent, as part of life and destiny.



Isolate the Incident

The second difference between the optimist and the pessimist is that the optimist sees difficulties as specific, while the pessimist sees them as pervasive. This means that when things go wrong for the optimist, he looks at the event as an isolated incident largely disconnected from other things that are going on in his life.

See Setbacks as Temporary Events

For example, if something you were counting on failed to materialize and you interpreted it to yourself as being an unfortunate event, but something that happens in the course of life and business, you would be reacting like an optimist. The pessimist, on the other hand, sees disappointments as being pervasive. That is, to him they are indications of a problem or shortcoming that pervades every area of life.

Don't Take Failure Personally

The third difference between optimists and pessimists is that optimists see events as external, while pessimists interpret events as personal. When things go wrong, the optimist will tend to see the setback as resulting from external factors over which one has little control.

If the optimist is cut off in traffic, for example, instead of getting angry or upset, he will simply downgrade the importance of the event by saying something like, "Oh, well, I guess that person is just having a bad day."

The pessimist on the other hand, has a tendency to take everything personally. If the pessimist is cut off in traffic, he will react as though the other driver has deliberately acted to upset and frustrate him.

Remain Calm and Objective

The hallmark of the fully mature, fully functioning, self-actualizing personality is the ability to be objective and unemotional when caught up in the inevitable storms of daily life. The superior person has the ability to continue talking to himself in a positive and optimistic way, keeping his mind calm, clear and completely under control. The mature personality is more relaxed and aware and capable of interpreting events more realistically and less emotionally than is the immature personality. As a result, the mature person exerts a far greater sense of control and influence over his environment, and is far less likely to be angry, upset, or distracted.

Take the Long View

Look upon the inevitable setbacks that you face as being temporary, specific and external. View the negative situation as a single event that is not connected to other potential events and that is caused largely by external factors over which you can have little control. Simply refuse to see the event as being in any way permanent, pervasive or indicative of personal incompetence or inability.

Resolve to think like an optimist, no matter what happens. You may not be able to control events but you can control the way you react to them.

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

From our Sponsor: Maureen Tazzioli, ReZultsMatter ... Mentorship: An Organization's Lifeline

Why is mentorship so important? What impact does it play on an organization's ability to remain productive? Why should we, as professional administrators, care?

According to the American Heritage Dictionary the word mentor means, 'A wise and trusted counsellor or teacher.' Oprah Winfrey believes, "A mentor is someone who allows you to see the hope inside yourself." With these two definitions in mind, think about all those who have mentored you along the way. Why do you think they chose to help you out? What potential did they see in you? What value do you offer others?

As pressure mounts for organizations to align themselves with mission and vision statements, management teams are continuing their search to find solutions to improve daily operations.

Appearing simplistic in nature, mentorship does not always get the attention it deserves. Professional administrators are quick to notice the benefits associated with mentorship programs as working together has become the strategic process that allows organizations to reap outstanding results.

Contrary to what some may believe success is not reached by one's own doing, but rather by those who recognize the importance of mentorship programs and the joy experienced when giving back.

If you are thinking about becoming a mentor, consider the following:

Know what you wish to accomplish – Before becoming a mentor create a list of your personal strengths and the associated value with each one. Develop a clear outline mapping the direction you wish to take including such things as: time frames, goals, responsibilities, expectations of performance, etc. By providing a healthy guideline to those you are interested in mentoring, the likelihood of success increases substantially.

Implement high standards – When working as a mentor/mentee, it is important to implement high standards surrounding mutual respect and trust, especially when communicating ideas and suggestions. It is no secret that when information is first introduced the mentee may become inquisitive. This reaction should be treated with utmost care and should not be taken personally, as curiosity is a natural response. By defining individual roles and responsibilities potential dangers associated with a predetermined mindset can be eliminated helping to secure a healthy working relationship.

Keep it fun – Create light-hearted, fun approaches to learning, especially when information shared is of a detailed nature. Becoming increasingly stressed over that which they may not know, a mentee may grow frustrated with themselves. Understanding their perspective allows for the realization that fun and laughter can do wonders to help ease tensions associated with a learning curve.

Mentorship is the lifeline and foundational strength of any organization. Without healthy mentorship programs an organization stands to lose years of valuable information. This reality could see organizations suffer as productivity levels drop and staff training dollars increase substantially. Understandably this is of great concern to many organizations faced with an aging population.

As professional administrators you recognize the importance of creating a smooth transitioning workforce so many of the services we take for granted now can continue to influence our lifestyle choices tomorrow. Therefore, as professional administrators, continue to do your best by becoming a willing participant in a mentorship program. Our future depends on you!

(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. This article is reprinted with the author's permission).



Upcoming Events ...

Fall Conference - San Diego, California OCTOBER 9-12, 2011



Registration is now open for the International Association of Administrative Professional's 2011 Fall Conference being held in San Diego, California October 9 to 12, 2011. The theme of this year's conference is "Fall Forward: Hot Topics for Tomorrow's Workplace."

Participants will get the skills they need to negotiate a rapidly changing workplace. The conference will include sessions of increasing efficiency with web-based Microsoft Office; attention grabbing design; social media as a tool for business communication; deal making; responding to and reducing workplace violence and harassment; and improving emotional intelligence.

In addition to informative sessions and great networking opportunities, this year's fall conference participants will get to enjoy the beautiful San Diego Bay at the Sheraton San Diego Hotel and Marina.

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 the next few weeks 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.

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>

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.

Western Canada Division ... now on Facebook!

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. Once you like us on Facebook you will receive notifications when items have been added to the Western Canada Division website, or when the current newsletter is available, etc.

Western Canada Division ... now on LinkedIn!

Western Canada Division has created 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.



Western Canada Division is new to LinkedIn, so please be patient while we maximize the potential of our newly created group.

Coming in the next issue ...

- ◆ Our third 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 third character trait that we will be providing you information on, from the perspective of an Administrative Professional, is EMBRACING CHANGE in the November edition of WCD Connections.

- ◆ There will also be many more interesting and informative articles in our next issue.



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).