

WCD Connections

September 2012

Western Canada Division

Message from the Western Canada Division President

Welcome to 2012-2013 IAAP Year – Be The One!

I would like to take this opportunity to welcome each one of you to the 2012-2013 IAAP year – Be The One. This years theme can be interpreted in many different ways and each members interpretation of the theme may slightly differ, based on how they choose to “Be The One”. I invite you to ... Be The One who keeps ahead of technology; Be The One that enhances their communication skills; Be The One that is the ‘go to’ person in your organization; or Be The One that takes charge of your own destiny. Take a moment and decide ... how will you “Be The One” this year?

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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

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

Chapter Liaisons

Division Members at Large

Calgary, Vancouver

Lethbridge, Regina

Nanaimo, Winnipeg

Edmonton, Fraser Valley



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

Be The One Logo: I encourage the Western Canada Division Chapters and Members to ensure they have a copy of the new logo for this years theme and use it when applicable (e.g. Newsletters, Email Signatures, etc.). The logo can be found at: <http://community.iaap-hq.org/IAAPHQ/Communities/Resources/ViewDocument/?DocumentKey=52ad0943-b096-47fe-ba26-5827c3ff5ce2>

2013 Technology Education Conference: New members planning to attend this conference in their first year of membership receive a 50% discount of the regular registration fee. <http://community.iaap-hq.org/IAAPHQ/Events/EventDescription/?CalendarEventKey=2d5114a5-2e3e-46a4-8c3c-79362920ae24&EventTypeKey>

Member of Excellence: I encourage you all to work towards attaining your Member of Excellence distinction this year. I hope many of you have already signed the Member of Excellence Commitment Form. <http://pathways.iaap-hq.org/Pathways/Home>

Western Canada Division Leadership / Education Day: The 2012-2013 Western Canada Division Board is looking forward to hosting our first annual Leadership / Education Day event on September 8th in Edmonton. Thank you to those of you who have RSVP'd your attendance – we look forward to welcoming you on September 8th!

I look forward to the opportunity to provide you with a President's Message for hopefully each Western Canada Division Newsletter this year.

Terri Peters, CAP 2012-2013 Western Canada Division President

Message from the WCD Connections Editor

What are IAAP's core values? Integrity, Respect, Adaptability, Communication, Commitment. The WCD Board is pleased to bring you more of this means to administrative professionals and their careers. These articles will provide insight, and food for thought. Look for them in the coming months.

Karin Hares, CAP-OM Western Canada Division Vice President



Introduction of the Division Officers and Committee Chairs

I am pleased to introduce the 2012-2013 Western Canada Division Board Officers as well as the 2012-2013 Western Canada Division Committee Chairs.

Jocelyne April, CAP-OM: Jocelyne is the Western Canada Division President-Elect. Jocelyne is a member of the Edmonton Chapter.

Karin Hares, CAP-OM: Karin is the Western Canada Division Vice President, and she is also the Western Canada Division Newsletter Editor and shares the role of Western Canada Division Webmaster with myself. Karin is a member of the Winnipeg Chapter.

Michelle Zahayko: Michelle is the Western Canada Division Treasurer. Michelle is a member of the Regina Chapter.

Diane Thiemann: Dianne is the Western Canada Division Secretary. Dianne is a Western Canada Division Member at Large and is from Saskatoon.

Karen Butz, CAP-OM: Karen is the Western Canada Division Membership Chair. Karen is a member of the Regina Chapter.

Jayne Clark: Jayne is the Western Canada Division Nominations Chair. Jayne is a member of the Lethbridge Chapter.

Debbie Gomersall, CAP: Debbie is the Western Canada Division Certification Chair. Debbie is a member of the Fraser Valley Chapter.

Beth Turner: Beth is the Western Canada Division New Chapter Builder. Beth is a member of the Fraser Valley Chapter.

Cheryl Gathercole, CAP-OM: Cheryl is the Western Canada Division Bylaws and Standing Rules Chair. Cheryl is a member of the Calgary Chapter.

Eileen Gormley, CAP-OM: Eileen is the Western Canada Division Foundation Chair. Eileen is a Western Canada Division Member at Large and is from Victoria.

Maureen Glover, CAP-OM: Maureen is the Western Canada Division Pathways to Excellence Chair. Maureen is a member of the Vancouver Chapter.

Please visit the Western Canada Division website for email contact information. <http://www.iaap.ca/WesternCanada/AboutWesternCanada/BoardofDirectors/>.

I would like to thank the members who are listed above for their willingness to serve the Western Canada Division. I look forward to a great year with a great team!

Terri Peters, CAP 2012-2013 Western Canada Division President



EFAM 2012 – Be the One!

The 2012 Educational Forum and Annual Meeting held in Grapevine in July was another great event! Kudos to the IAAP Headquarters Staff and the Host Committee! It was great to be able to catch up with members that I had not seen in a while. There were 1464 individuals in attendance and 383 of them were first timers! The weather outside was VERY hot and the weather inside was VERY air-conditioned. ☺

Below is a quick snapshot from the business sessions, for those who were unable to attend.

All 6 RTF Bylaw Amendments passed.

All International Bylaws and Standing Rule Amendments passed with the exception of International Bylaw Proposed Amendment 2. This amendment was regarding the Annual Dues Calculation, using the US Consumer Price Index plus one percent. Members felt that without a 5 year strategic plan in place, a variable increase was unacceptable.

There were no nominations from the floor for international office, and the following is the outcome of the vote on the positions that Divisions within Canada District could vote on.

International President: Karlena Rannals, CAP-OM assumes the position.

International President-Elect: Judith Yannarelli, CAP-OM (ran unopposed)

International Vice President: Antoinette Smith, CAP-OM (ran unopposed)

International Secretary: Kristi Rotvold, CAP-OM received the majority of votes at 335 and opponent Bianca Constance received 133.

International Treasurer: Dortha Gray, CAP- OM (ran unopposed)

The 2013 Educational Forum and Annual Meeting will be held in Anaheim, California at the Marriott Anaheim Hotel from July 27-31. Hope to see you there!

Terri Peters, CAP 2012-2013 Western Canada Division President



Business Etiquette

Lynne Mackay

Mackay Byrne Group
Ottawa, ON

Etiquette Essentials:

In today's professional environment our demeanor is on display for all to see. Be sure to operate with everyone in a manner that promotes your sense of decorum, comfort and confidence. Put others at ease by demonstrating excellent manners. Etiquette in the workplace is not a restrictive set of rules. In fact, quite the opposite is true. Learning a few simple social expectations can alleviate the pressure of, "am I doing this right?" Take this pressure off and allow yourself to focus on what matters: your colleagues, your clients, the opportunities in front of you, and even having a good time.

According to recruiters, image consultants and senior managers an image shake-up wouldn't hurt most Administrative staff. Manners in the truest spirit of the term – being sensitive to the needs and feelings of others – still help determine whether you will get a job, whether you will advance, and how harmoniously your team will work together.

The most common, etiquette-related error in interviews is erring on the side of informality, and talking too much. Manners and image also play a role in advancement decision. People hire for skills, but they fire for attitude.

Today, the business environment tends to be less formal. I'm not sure that manners have declined, but certainly a great many things that could affect manners have changed. For example, in industries such as IT you have a more informal atmosphere accompanied with the high pressure of short term project deadlines. In this environment the corporate culture of calm decorum is key for productive interactions between groups and individuals. Beyond your technical skills, most of the things that affect your job chances do relate in some way to etiquette, in the broadest sense of being sensitive to others.

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Business Etiquette by Lynne Mackay continued from page 5

Companies turn to image consultants because they want to put their best corporate face Here are a few tips to remember:

- Don't talk too much
- Don't be negative
- Focus on the needs of others
- Be punctual
- Be polite

Companies turn to image consultants because they want to put their best corporate face forward with customers and ultimately improve the bottom line. All employees must appear polished and professional when dealing with clients.

In general, manners seem to have deteriorated in recent years. Partly because of a greater informality in society, but also because start- up companies may not devote enough time to image. It's really up to a company to set the tone of what its expectations are. An interview is a formal situation, even if it's an internal referral. Don't take it for granted and be too familiar.

Manners play an important role in the building of good work teams and in advancement decisions. Think before you speak; consider the consequences. Being in tune with the needs and sensitivities of others, and acting accordingly is the basis of business etiquette.

What kind of image do people conjure up when they speak to you on the phone? Do they picture you as confident and organized, friendly or aloof. Your tone of voice is important on the phone. Be sure to articulate clearly and speak slower- especially when speaking important information such as a call back number.

Lynne Mackay is owner of Lynne Mackay Image Consulting Inc. and The Mackay Byrne Group Inc. Lynne Mackay is one of Canada's most experienced Image Consultants. She has, for over 25 years, served Canada's corporate and political community. Lynne has a first-hand understanding of how building positive relationship and projecting professional attitudes affect people in their personal and professional lives.

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Business Etiquette by Lynne Mackay continued from page 6

Anyone who regularly interacts with clients and want to build strong, productive professional relationship will benefit from the insight that Lynne Mackay and her partner Paul Byrne have to offer. You will learn how to project confidence and credibility in dealing with clients and peers, and how to conduct yourself with ease in any business/social situation.

- Office Diplomacy/Business manners, discretion, sensitivity to others
- Appropriate conduct/behaviors in the office and when meeting customers
- Reception Etiquette; the first introduction to the firms image; receiving guests
- Telephone manners; establish rapport with your telephone audience
- Speak with a confident tone
- Vocal quality
- Articulation and pronunciation
- Active listening strategies
- Professional Networking Skills; Working a room
- Approaching and Leaving Groups
- Successfully perform various types of introductions
- Use communication strategies to start and continue conversations
- Small talk topics to discuss and avoid
- Business card etiquette
- Effectively use kinesics and Proxemics to make clients/colleagues comfortable



Certification - Updates from May exam Results

Results of May 2012 Exams - Exciting News and Congratulations ...

The 2012-2013 Western Canada Division Board would like to recognize and congratulate you on your recent achievement of obtaining your CAP designations.

Jennifer Webster, CAP

Junlyn Kamalakar, CAP

The 2012-2013 Western Canada Division Board would like to recognize and congratulate you on your recent achievement of obtaining your CAP-OM designations.

Jocelyne April, CAP-OM

Michele Wilczek, CAP-OM

Karleen Savariau-Priedemann, CAP-OM

Kelly Hause, CAP-OM

The 2012-2013 Western Canada Division Board would like to recognize and congratulate you on your recent achievement of recertifying your designations.

Karen Butz, CAP-OM

Lucinda Sharlow, CAP-OM

Are you considering attaining the IAAP designation? Visit <http://www.iaap-hq.org/certification> and talk to those who have achieved either designation. As we all experience, time does pass quickly; make a note of the next deadline for applications to be received at headquarters is Feb 15, 2013 and the date to write the exams is on May 4, 2013.

Debbie Gomersall, CAP, Chair WCD Certification



Pathways to Excellence – Upcoming Deadlines and Revisions

Congratulations to Western Canada Division Chapters for receiving their 2011-2012 Chapter of Excellence! It is a great accomplishment and one to be proud of.

A reminder that all criteria are mandatory to qualify as a 2012-2013 Chapter of Excellence.

Upcoming Deadlines

Criteria #2 – Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division **BY OCTOBER 1**.

Revisions

There are still 8 criteria to be met, with 2 of them revised/clarified as follows (revisions & clarifications are bolded and underlined>):

Criteria #3 – Chapter submits budget and annual financial review/audit report to the members with a copy to the division by **November 1**.

Criteria #8 – 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.

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!

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

Maureen Glover, CAP-OM WCD Pathways to Excellence Chair

Email: mglover@westport.com



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.



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



Coming in the next issue.....

Last year Terri Peters, CAP Newsletter Editor initiated a marvelous idea, which introduced everyone to the 7 Extraordinary Leadership Character Traits. The Board members provided WCD Connections readers with an articles on one of these through out the year. The response was phenomenal, so we are going to offer you a taste of something similar. Stay tuned.....for first installment in October's publication.

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 Karin Hares CAP-OM (khares@shaw.ca).

➡ The deadlines for newsletter article submission is the 1st of each month. The newsletter will be published around the 5th day of the month (October 2012 – June 2013).

