

WCD Connections

Western Canada Division



SEPTEMBER 2011

Message from the Division President

EFAM 2011-Making the Leap to Remarkable

Many thanks go out to the membership of the Western Canada Division for your sponsorship of my attendance of the 2011 Educational Forum and Annual Meeting in Montreal. It was a remarkable experience for me. And yes, I wore the ribbon on my name tag that identified that I was a "First Time Attendee" because apparently the dazed look in my eyes and the bags under them was not a clear indication of my status.

For those who have not attended an EFAM before, there is so much to do and see - so little time. There are so many people to meet - so little time. The calibre of the keynote speakers and educational sessions were exceptional. I would like to share a few of my highlights with you. *- continued on Page 2*

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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 Division President - Continued

At the opening ceremonies it was impressive to see the Parade of Nations as members not only carried their international flag but also wore their traditional wardrobe. What a proud moment it must have been for those flag bearers. International President Mary Ramsay-Drow, CPS/CAP reviewed a year filled with Passion and Purpose. What a year it has been.

At the Canada District Caucus meeting, we were joined by President-Elect Tamra Goodall, CPS/CAP and presented her with an Inuit Frog and the Canadian folklore associated with the carving.

For the Evening of Welcome, attendees were encouraged to dress representing where they came from but it was still a very Canadian event with not only Mounties in the room but also a dancing moose. Kudos to the organizers for a fun filled evening.

The Business Session on Monday afternoon would make any Parliamentarian proud as amendments were made to amendments and passionate viewpoints were expressed. The election results were announced and new officers were installed. Don Bretthauer, CAE addressed the audience and verified that he would be leaving the organization at the end of his contract. All in all it was quite an afternoon.

Clinton Kelly made a great first impression Tuesday morning as he gave us stylish tips and tricks. He stated that how you look tells people how you expect to be treated. Being a people watcher I find those words very enlightening.

The Canada District dinner was a great opportunity to meet members I hadn't seen for a while and the opportunity to meet members I had never met before. It was quite a treat to have International President Mary Ramsay-Dow, CAP/CPS in attendance and watch her stop at each table to talk to everyone.

To wrap up this event, we dressed in our finest and attended a banquet fit for royalty. I shared a table with members of 2 Texas Chapters, Wisconsin and Calgary. We listened to our new International President Tamra Goodall, CPS/CAP as she told us how IAAP was Making the Leap to Remarkable. I believe her and want to be part that small step or giant leap. I hope you will all join me on the journey.

2011 EFAM Speeches can be located in the IAAP Web Community.

Jayne Clark, 2011-2012 Western Canada Division President

Work email: jclark@lethbridge-family-services.com

Home email: jayne.clark@hotmail.com

A Message from Avery Dennison ...

In recognition of your participation in the 2011 Avery Great Results Chapter and Division Achievement Awards program, Avery has made a donation to the IAAP Research & Education Foundation in the name of each of the 311 Chapters that applied who were not selected as winners. Thank you to all of these outstanding Chapters!

Maureen Tarango - Consumer Development Specialist, Avery Dennison



Certification Congratulations ...



The 2011-2012 Western Canada Division Board would like to recognize and congratulate you on your recent achievement of obtaining your CPS designation.

Cara L. Watts, CPS

Janice G. Fotheringham, CPS

Susan Mar, CPS

The 2011-2012 Western Canada Division Board would like to recognize and congratulate you on your recent achievement of obtaining your CAP designation.

Evelina E. Hohmann, CAP

Linda Michalski, CPS/CAP

The 2011-2012 Western Canada Division Board would like to recognize and congratulate you on your recent achievement of recertifying your designation.

Terri L. Peters, CPS

Hilary J. Allbon, CPS

Nenita P. Panganiban, CAP

Laurie J. Buck, CPS/CAP

Mabel B.H. Ong, CPS

Pathways to Excellence - Upcoming Deadlines ...

We are hoping that all of our Western Canada Division Chapters are thinking about and working hard this year to achieve their Chapter of Excellence. Having all our Chapters be successful in achieving the Chapter of Excellence award would be a great accomplishment for us all to feel proud of and fits with our theme of Making the Leap to Remarkable.

Remember, this year all 8 Chapter of Excellence Criteria are mandatory. The deadline is approaching for Criteria #1 - Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division **BY OCTOBER 1**.

If you have any questions or concerns, or just need some additional information please contact the Western Canada Division Pathways to Excellence Chair, Sheila Finlay. You can reach Sheila by email at smfinlay@hotmail.com.

- Terri Peters, CPS for Sheila Finlay, Western Canada Division Pathways to Excellence Chair

Extraordinary Leaders - Character Traits: INTEGRITY

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

INTEGRITY

A person with influence needs to have integrity. Administrative Professionals are in a position to have influence. Before you are able to establish your personal standards of integrity you must determine what your own personal code of conduct is. That will be based on what your values are, and what you think is right or wrong. Your code of conduct will be different than those around you and that is okay.

It is how you use your influence that demonstrates your integrity and accountability. In John Maxwell's book "Becoming a Person of Influence: How to Positively Impact the Lives of Others", he asks the following questions to help you measure your integrity:

1. How well do I treat people from whom I can gain nothing?
2. Am I transparent with others?
3. Do I role play based on the person (s) I'm with?
4. Am I the same person when I'm in the spotlight as I am when I'm alone?
5. Do I quickly admit wrongdoing without being pressed to do so?
6. Do I put people ahead of my personal agenda?
7. Do I have an unchanging standard for moral decisions, or do circumstances determine my choices?
8. Do I make difficult decisions, even when they have a personal cost to them?
9. When I have something to say about people, do I talk to them or about them?
10. Am I accountable to at least one other person for what I think, say and do?

When you answer these questions, do your answers also match your values and code of conduct?

The [Standards of Integrity](#) for the International Association of Administrative Professionals (IAAP) are available in the web community.

- by Jayne Clark / 2011-2012 Western Canada Division President


Western Canada Division Excellence Awards

It is never too early to start thinking about working towards the possibility of you or your Chapter being the recipient of one of the four Western Canada Division Excellence Awards. The four awards are: Excellence in Membership, Excellence in Website, Excellence in Newsletter and Commitment to Excellence. Detailed information on these awards can be found on the Western Canada Division website.

(www.iaap.ca/WesternCanada/AboutWesternCanada/Awards/)



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.

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)

New Section on the Western Canada Division Website

Please visit the Western Canada Division Website (www.iaap.ca) regularly. We have recently added new sections to our website which we hope you will find informative and helpful. This section is "WCD Resources" which is located under About Western Canada. There are 3 sections: Financials, Resources, and General Interest. We will be adding more content to these sections over the next little while, so be sure to check back often.



From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

Communication Starts with Listening

"The single biggest problem in communication is the illusion that it has taken place." – George Bernard Shaw

Is communication difficult in your office? Is everyone too busy talking that you wonder who is listening?

For years, people have struggled to improve the way they communicate. Products such as: computers, fax machines, and cell phones bring technology to the forefront of our preferred methods in which to share information. However, we must not forget the influence of billboards, magazines and televisions to help get our message out there. But the one question that continues to surface is this: "Who is doing all the listening."

For some administrative professionals working in today's organizations credit needs to land on their ability to listen to the requests placed upon them by those they work with and for. Contrary to what others may think, being an active listener to me carries a greater value in the way we choose to communicate, especially when communicating face-to-face or over the telephone. However, as people living and working in a highly technical society, we are used to being busy and communicating in way that promotes delegating tasks and plenty of talk.

Without passing blame on any one person and/or situation, see if you can remember the last time you listened to someone – I mean really listened to them and then remembered most of what was shared without passing judgement or coming to a premature conclusion of the central message. If you are like me, chances are that it has been longer than we care to admit, but it does not have to be.

Learning how to improve the way we communicate can help save time, money and personal stress, as management teams are beginning to notice that most organizational errors could have been avoided if only clarity, at the time of communicating one's message, was requested.

With this in mind, here are a few gentle reminders when it comes to improving our listening skills so effective communication can enter our workplace environments.

Take the time to listen – Taking the time to listen to others is not always easy. But when it becomes an important part of your day there is plenty you can learn and accomplish at the same time. To practice your listening skills, set aside 30 to 40 minutes a day, preferably in the morning, to actively listen to the comments and concerns of others. You may be surprised to discover how much you can learn if you only take the time to listen.

Join them in the moment – There is nothing more frustrating to a person than to feel as though the individual (s) they are conversing with show little or no interest in what they are saying. As a general rule, respect is best shown when all technological devices such as: cell phones, Blackberry's, computers, iPods, etc., are shut off or placed on silent. Although refusing to do so may not be perceived as harmful to most, I believe doing so is extremely rude and disrespectful showing a complete lack of business grace and sophistication. If, however, a person notices that you have taken the time to remove all possible distractions from your conversation, they are more than likely to do their best to get right to the point of their concern, so that you can both return to what it was you were working on. Joining them in the moment can lead to a positive outcome keeping respect and appreciation close in hand.

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Communication Starts with Listening - continued

Stay on task...stay focused on purpose – An unexpected conversation can become a costly distraction forcing an interruption to one's thought process. Minimizing distractions can help save time and personal frustration. One of the best ways to combat unexpected conversations is to indicate your desire to have a scheduled appointment so to discuss specific concerns. Another way to eliminate undue stress is to indicate at the early onset of the conversation the duration of time you have available in which to converse. Doing it this way allows you to maintain a sense of professionalism while at the same time giving a clear message that you care enough about them and their concerns so to set aside some time in which to discuss things. Introducing a high standard of professional excellence is not only wise and necessary but a preferred option to those who do not wish to be interrupted all day long.

What is mentioned in confidence stays confidential – When you take the time to listen to someone else's concerns, be sincere in your actions and behaviours. With integrity and respect ensure all information shared between the two of you stays private and confidential. Respecting another's right to privacy is extremely important, for without it, the consequences could be disastrous. Just because we live in a world that craves information, does not mean that we must lose sight of our need to protect the sensitive nature of an individual's thoughts.

Remember who owns the challenging situation – When someone decides to share their challenging situation with you, try to remember that even though they are trusting you with their information, it is not your job to offer them the solution, Instead provide them with the opportunity to be comfortable and relaxed in a confidential environment while they discover for themselves what they believe the solution to be. For I have found that all people truly need is a listening ear because deep down they know what course of action they will need to take in order to improve their own situation. Just a thought.

Be open, honest and willing to share – By sharing humbling, yet successful experiences you can offer much hope to someone struggling with uncertainty. Sometimes just hearing the courage of another's actions and how they were able to move themselves out of a difficult situation and into a positive outcome, offers much encouragement and inspiration. Be honest and willing to share, you never know who you can influence.

Offer third-party professional assistance when necessary – There are times when we all need a listening ear just to help us get through the day. During these moments it is important to remember that information shared as a friend, co-worker, or boss, is usually done so with the greatest of intentions. However, there are situations when the professional expertise from a third party is appropriate and necessary. Knowing when to transition a listening ear into a courageous act of kindness is important. Knowing when to offer such guidance is an important step towards improving communications. Always be willing to suggest a qualified professional if required to do so, for it takes a person who truly cares to offer the best options available for each and every situation.

If we all choose to invest enough time and patience, while continuing to take every opportunity to practice our own listening skills, we may begin to unleash enormous potential, not just in ourselves but in others as well. By effectively listening to each other, we can achieve wonderful outcomes together.

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 ...

Washington and British Columbia Education Forum - SEPTEMBER 24, 2011

Working for Multiple Managers and Change Framework: Mindfulness Approaches for Organizational Transition and Suffering

The Bellingham Chapter is hosting the education forum at the exclusive Bellingham Golf and Country Club, just minutes from the Bellis Fair Mall and beautiful Bellingham Bay. Keynote speaker, Dr. Joanne DeMark of Western Washington University, will give a lively and enlightening presentation with a powerful impact. The afternoon address will be with Melanie Loughmiller, CAP / IAAP Washington-Alaska Division President on the topic: Staying Relevant, Staying Alive at Work.

Registration: *Before* Sept 9: \$50 USD / *After* Sept 9: \$55 USD / Lunch & refreshments included

Registration Deadline: Friday, Sept. 16

Contact Email: Nancy.Phillips@wwu.edu, for a registration form if you are interested in attending.

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

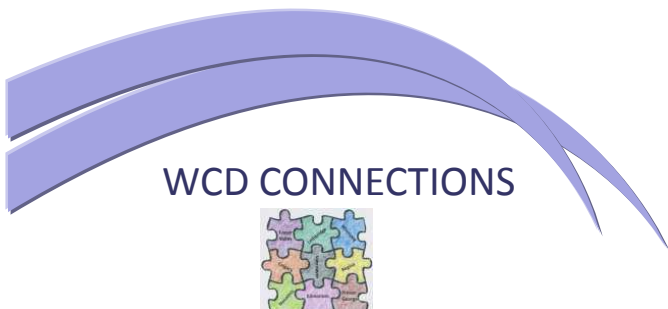
The 2012 Canada Divisions Conference will be held at the Delta Hotel. Watch for details in the next few weeks from the Co-Chairs Susan Chandy and Carol Donaghy regarding conference flight discount rates, airport shuttle conference rates and much more. This will assist you in making the most of your travel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

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 ...

- ◆ Our second 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 second character trait that we will be providing you information on, from the perspective of an Administrative Professional, is OPTIMISM in the October 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).
- ⇒ 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).