



Board's Message — Dawn Becker, CAP

Volume 1, Issue 3

October 2010

For many of our members, October is not only when we think of Thanksgiving and Halloween, it is corporate budget time. We spend hours – even days, co-ordinating departmental and team meetings to begin the planning for next year's operating and capital budgets. We prepare the budget documents, follow up on budget items and are asked for input. This provides another opportunity to demonstrate our skill sets, to showcase our knowledge and to promote our membership in IAAP. Set up a meeting with your executive (s) to discuss IAAP support – support which may be paying annual dues, meeting fees and expenses, conference attendance (all or part). Discuss how your membership in IAAP has benefited the organization – how you have implemented best practices, current trends and workshop experiences into your work. IAAP headquarters put together a video (link attached) on building corporate support. I would encourage you to view it and pull out some of the practices to help you build your business case for support from your organization. The video can be found in the Document Library (ID# 1188 – Building a case for corporate support) .

This is also a good time to remind members to participate in the IAAP Web Community. Log in, update your profile, check out others, take a look at the resources available (like the corporate support video), participate in a discussion or two (Member of Excellence Criteria #3) and look up details of the next IAAP event. The Web Community provides so much – yes, it can be a bit overwhelming the first time on it, so maybe look at one area at a time. Start with your profile, move onto egroups – look for some that are of common interest and subscribe to them. I subscribe to a number of egroups and have opted for receipt of the daily digest for them all. Elsewhere in this issue is a snapshot of the Web Community information page which will tell you much more.

As we head into October with routines back in place and schedules set, I would ask you to commit to a new practice – add a new routine: visit the Web Community at least once per week, update your profile, add a contact or two. As you get more comfortable, work your way through the egroups, subscribe and then join in the discussions. I know you will find this new practice to be of value.

Board of Directors

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Division Officers

- President
- President-Elect
- Vice-President
- Treasurer
- Secretary
- Immediate Past President

- Dawn Becker, CAP
- Jayne Clark
- DecolynneJo Barteski, CPS
- Beverly Wood, CAP
- Joan Beaudoin, CPS
- Barb Neuman, CAP

Chapter Liaisons

- Members-at-Large
- Calgary • Prince George • Vancouver
- Edmonton • Nanaimo
- Lethbridge • Regina
- Fraser Valley • Winnipeg

Division Committee Chairs

- APW/Education
- Awards Committee
- Bylaws & Standing Rules
- Certification
- Membership
- New Chapter Builder
- Nominations
- Pathways to Excellence
- Retirement Trust Foundation

- Dawn Becker, CAP
- Past Presidents
- Beulah Sinclair, CPS
- Terri Peters, CPS
- Maureen Glover, CAP
- Beth Turner
- Barb Neuman, CAP
- DecolynneJo Barteski, CPS
- Eileen Gormley

About the Community

Access the IAAP Web Community User Guide for complete details

Welcome to the IAAP Web Community. The latest version of IAAP's Web Community has dozens of features to help you connect to other IAAP members, learn from the vast IAAP Document Library and share information with each other and Headquarters staff. The best way for you to learn about all the community has to offer is to click around and discover on your own; fill out your profile, search for documents and contribute to the IAAPedia.

Network

Under the "Network" tab is where you'll find your profile, already populated with information pulled from our membership database. Fill it out with as much, or as little, personal information as you wish. From the navigation on the left within your "Network" tab, you can update your profile, find contacts, check your inbox for the web community, blog, access the groups you belong to and customize your preferences.

You can add contacts from friends in your chapter and people you meet in the web community. There is also an option to send private e-mails to your contacts. There's really no limit to what is offered in the web community as far as connecting with other IAAP members, HQ Staff, asking questions and finding the answers.

Chapters and Divisions

Under the "Chapters and Divisions" tab you'll find all those IAAP chapters and divisions that have webpages within the IAAP Web Community. If you haven't jumped on board yet, stay tuned for more information on how you can set up your own website.

Professional Resources

Here you'll be able to find resources you need for yourself, or your chapter or division. For example, let's say you're looking for help on retaining members in your chapter. Go to the "Professional Resources" tab and find the "IAAP Document Library." In the search function of the document library type in "member retention." All the documents in the library that deal with the topic will pop up. Not all will be applicable, but several will.

As the community grows, there will be other document libraries. For example, all of the people who attended this year's Professional Education Conference have access to a PEC e-group and document library, where the PEC speakers contribute documents all year round for attendees to read. That document library is open to all PEC attendees. Other document libraries may be specific to your own chapter or division, to all newsletters editors... It's open to what fits your needs as an IAAP member. You're the creator, you're the user.

IAAPedia

Have fun with this. Contribute to it, refer to it and watch it grow. The IAAPedia is a Wiki that allows you to define those words important to IAAP. If you're looking for the definition for a word or acronym, type it in and see if someone has defined it. If you want to contribute, it's easy. Just add a word and add the definition. Other members can add to your definition.

eGroups

This is where you connect with others in your groups. For example, if you were one of those who signed up to go to Education Forum and Annual Meeting during the Early, Early Contest, you can already join the Education Forum e-group where you can connect with other members, hear the latest news about the Education Forum ask and answer questions and enjoy the countdown to this year's Forum with other members. As the web community grows, so will the e-groups, a great place to gather.



Pathways to Excellence!

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The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence.

Do you subscribe to the iaaphq_pathwaystoexcellence eGroups?

An excellent resource to communicate with other members.

Ask questions / get answers.

Together we can achieve Excellence!

[IAAP](#) | [eGroups](#) | [Pathways to Excellence](#)

[FEEDBACK](#) | [QUESTIONS](#)

Retirement Trust Foundation

On behalf of Lina Veglia, International RTF Committee

As your Canada District RTFC Representative, I have been working with the Trustees to plan our goals for the coming year.

For Western Canada Division—is to raise \$1, 513.75 for 2010—2011.

This can be accomplished if each member donates just a little over \$3.00 each. Based on past experience, this is not about to happen overnight, therefore we have to be very creative and come up with our own ways to fundraise for the RTF.

Useful Links

- RTF homepage: <http://www.iaap-rtf.org/>
- Family of Givers: <http://www.iaap-rtf.org/donate/family.html>
- Patio Pavers: <http://www.iaap-rtf.org/donate/patio.html>
- Donations: <http://www.iaap-rtf.org/donate/form.html>

I am looking forward to working with such a great team of leaders and I appreciate each and every one of you for your enthusiasm and willingness to serve as a Chapter or Division RTF Chair. Last year was one of the best years ever for Canadian contributions. With your assistance, we can once again be successful in promoting the benefits of the Retirement Trust Foundation, while having a little fun through Passion and Purpose.



As organizations continue to appreciate multicultural opportunities as a healthy solution to help offset the pressures associated with a declining workforce, attracting excellence is quickly becoming of great concern.

Over the years finding the right candidate in a pool of qualified applicants was all that stood in the way of improved productivity. Today, however, many organizations are finding it necessary to revisit their current business practices by heightening their understanding of what makes a successful organization excel in a volatile global market.

An area capturing great interest, as shared with some of my past clients, surrounds creating a clear definition of what it means to have a strong work ethic and to function as a responsible team member in a diverse workplace environment. Such issues included: habitual tardiness, inconsistencies in one's abilities to complete daily tasks in a timely and professional fashion, misrepresentation of organizational values, and no clear understanding of the importance of being accountable.

With this in mind, we must begin to realize that our power, as administrative professionals, is far greater than ever imagined before. Repeatedly it has been proven that when it comes to sharing pertinent confidential information in a timely and professional fashion, the administrative professional can be counted on.

From my perspective most administrative professionals, especially those that I have been privileged to meet and work with are exceptional leaders in their own way. Passionate about learning and improving overall effectiveness these professional administrators are courageously raising professional standards as achieving excellence has become the expected norm.

Ensuring that we continue to support each other in reaching our goals, consider the following ways we are leading with grace:

Words / Attitude

The words we choose when communicating can signal the way we feel about ourselves and those we work with. By taking the time to actively listen, the attitudes of others can be revealed. If you want to continue to raise your standards of professional grace in the area of communication be willing to choose your words carefully as you watch your positive attitude become contagious.

Behaviours / Actions

Just like the words we use can signal the attitudes we carry so too can our behaviours and actions signal our level of authenticity and sincerity. Whether intentional or not our behaviours and actions can be misinterpreted by others. For example, if a person indicates that they love to plan social events yet does not actively participate in the social committee at work, one might think that they are not being sincere. However, the social committee may be meeting at a time when others commitments have to take president, thus leaving the wrong impression. Therefore, to help increase your individual authenticity is sure to express in words only those things to which your behaviours and actions will match. You know what they say...make your actions speak volumes. Learn to walk that talk.

Self Care / Dressing for Success

Communication is shared best through words and actions, however, many of us including myself, are being judged within seconds as first impressions take hold of public opinion. Regardless as to whether or not these opinions are a true reflection becomes secondary to the reality that for many of us, another's opinion can determine the amount of opportunities offered and the value placed on information we share. Although created on split second appearances, the opinions of others can ultimately determine the likelihood of further opportunities such as career advancements, as well as the value of their level of professional expertise. Therefore, it is of great importance that you do all you can to stay true to yourself while you take good care of you. Some suggestions surrounding this include: eating healthy meals, exercise frequently while and do my best to get enough sleep. Then I chose to wear business attire reflective of my personal taste as I continue to work on creating a professional image for myself and the direction I wish to travel. Keep in mind that by raising personal standards, professional opportunities may follow rather quickly.

Take the time to observe some of the actions and behaviours from those around you. Then be a willing participant in improving your attitudes and actions so you can maximize your earning potential.

(Maureen Tazzioli, President of ReZultsMatter and creator of TeamReZults, 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).



International Association of
Administrative Professionals®
Western Canada Division

To publicize administrative events in your area, submit articles for publication or advertise in our bi-monthly newsletter or website, contact our Editor:

DecolynneJo Barteski at
decolynnejo_barteski@kindermorgan.com

As an IAAP member your presence makes a difference. Respected as the world's largest association for administrative support, the International Association of Administrative Professionals (IAAP) has over 600 chapters and 28,000 members and affiliates worldwide. For over 60 years, IAAP has provided up-to-date research on office trends, cutting-edge publications, outstanding seminars and conferences, and top-notch resources to help administrative professionals maximize their effectiveness.

<http://www.iaap.ca/IAAPHQ/WesternCanada>

Western Canada Division Newsletter Editors!

Please add DecolynneJo Barteski, CPS to you distribution list for your Newsletters!
AND ... WE are looking for Updates from your Chapters!
How are you doing? What is working for you! What are you celebrating?

Announcements

October 12, 2010 (early registration open until September 12, 2010)

[Records Information Management Conference](#)

Coast Capri Hotel, Kelowna, BC

FALL CONFERENCE

2010: Louisville, Ky., Oct.17-20, The Seelbach Hotel

The Fall Conference is held each October in various locations in North America. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder.

October 25, 2010

[Building Organizational Excellence](#)

Delta Regina Hotel, Regina, SK



Chapter Anniversaries

CHAPTER	CHARTER DATE	ANNIVERSARY YEARS
Regina	October 16, 1971	39 yrs

Return on Investment

Our [ROI \(return on investment\)](#) document will help you develop your proposal in order to gain the support to attend an IAAP event –like the ones above.

Follow the easy steps in the document to show your supervisor the ROI and value you and your organization will gain by attending an IAAP conference and/or event.

The ROI document can be found in the web community document library by searching for document ID #2296

