

WCD Connections

Western Canada Division



SUMMER 2011

Message from the Division President

Greetings to all as we kick off the 2011-2012 year of "Making the Leap to Remarkable".

This year your Western Canada Division wants you to get excited about your membership and all the opportunities that IAAP has to offer. We encourage you to contribute your thoughts, comments and ideas on how IAAP has positively contributed to your profession and to your life.

The Division Board congratulates all of our leaders, those who are new to boards and those who continue to volunteer their time and efforts to our organization. It is through your dedication and support we are able to make IAAP a remarkable association. Thank-you all!

What an exciting Western Canada Division Board we have this year:

- ◆ **President Elect DecolynneJo Barteski, CAP** is starting her second year on the board. DecolynneJo had a very busy year as Host Committee Chair of the 2011 International Education Forum & Annual Meeting in Montreal. Hopefully this year is not as hectic as last year was.

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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	Jayne Clark
NEWSLETTER	Terri Peters, CPS
NOMINATIONS	Dawn Becker, CAP
PATHWAYS TO EXCELLENCE	Sheila Finlay
RESEARCH & EDUCATION	Eileen Gormley, CPS/CAP
STUDENT CHAPTER	Jayne Clark
WEBMASTER	Terri Peters, CPS



Message from the Division President—Continued

- ◆ **Vice-President Terri Peters, CPS** has served 2 years on the board, first as Membership Chair and then Certification Chair. This year Terri will be busy with the Newsletter and Website. Thank-you, Terri for taking all that on.
- ◆ **Secretary Karin Hares, CPS/CAP** comes to us on the heels of serving as President of the Winnipeg Chapter. Welcome Karin to the board.
- ◆ **Treasurer Michelle Zahayko** has served as Treasurer for the Regina Chapter as well as for CDC 2010. Besides her experience, Michelle also brings excitement and enthusiasm to the board.
- ◆ **Bylaws & Standing Rules Chair Beulah Sinclair, CPS** has worked on B&SR Chapter and Division level for many years. Beulah is the only person I know who enjoys reading Robert's Rules of Order. If you have questions on B&SR, Beulah is certainly the person to ask.
- ◆ **Certification Chair Joan Beaudoin, CPS** just finished 2 years as Division Secretary. Joan likes to keep involved with IAAP on the chapter and division level so I was pleased when she accepted the role of Certification Chair.
- ◆ **Membership Chair Petrina Hobbs** just finished 2 years serving as the Membership Chair for the Lethbridge Chapter. Petrina was awarded the 2009-2010 Western Canada Division Membership Award.
- ◆ **Pathways to Excellence Chair Sheila Finlay** just completed 2 years as President of the Lethbridge Chapter. Sheila's mentoring and leadership skills were visibly evident with the increase in the membership of the Lethbridge Chapter.
- ◆ **Research & Education Chair Eileen Gormley, CPS/CAP** is involved in many positions; not just on the division level but frequently on the international level as well. I am glad that Eileen has time to contribute to the members of Western Canada.
- ◆ **Immediate Past Division President and Nominations Chair Dawn Becker, CAP** should have a more relaxing year than she had last year. I look forward to Dawn's guidance over the next year, I am sure I will still have questions.

As the board continues to work towards adding value to our members, we encourage you to let us know how we can be of help to you as members or as chapters. Let us know if you have important events or meetings you would like us to attend. We are also available to do presentations or extend greetings on behalf of the board. If you would like us to attend an event or meeting, please give us as much notice as possible as we try to accommodate all requests.

This year the board will be working closely with our members and chapters as we strive to be Members, Chapters and a Division of Excellence. As we work through the changes to the Pathways to Excellence Program, we will share ideas and support each other in our efforts to succeed. I hope this will be a year of growth and learning for all - let's do those together.

Jayne Clark

2011-2012 Western Canada Division President

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

Home email: jayne.clark@hotmail.com



Congratulations!

2010-2011 Chapter of Excellence and 2010-2011 Member of Excellence Recipients

2010 - 2011 Chapters of Excellence

- 603110 - Calgary
- 603120 - Edmonton
- 603130 - Lethbridge



- 603260 - Fraser Valley
- 603270 - Vancouver
- 603410 - Regina



2010 - 2011 Members of Excellence

Calgary

- Lisa T R Adam, CPS/CAP
- Cheryl L Gathercole, CAP
- Kathryne A Hampton, CPS/CAP
- Terri L Peters, CPS
- Lucinda Sharlow, CPS/CAP
- Marianne Velcic

Fraser Valley

- Jill L Braybrooke, CAP
- Heather Clifton
- Deborah A Gomersall, CPS
- Roseanne Ham
- Barb Horton, CAP
- Nicolle B Kirk
- Elena K Middlemass
- Jennifer Trudel
- Beth Turner

Edmonton

- Vern J McLaren, CPS

Prince George

- Joan P Beaudoin, CPS

Winnipeg

- Karin I Hares, CPS/CAP
- Joan Jasper
- Susan Mar
- Beverly A Wood, CPS/CAP

Regina

- Karen M Butz, CPS/CAP
- Linda Michalski, CPS

Lethbridge

- Mary Lyn Beattie
- Jayne Clark
- Carmen Hellawell
- Loretta L Nobert
- Tanya Purdy-Fischer

Vancouver

- Diane Basarich, CAP
- Dawn E Becker, CAP
- Carmen Cayer, CPS/CAP
- Laureen Dailey, CPS/CAP
- Elizabeth S Faber, CAP
- Phyllis Harber-Murphy, CAP
- Carol A Harrison, CAP
- Kathryn J Moes, CAP
- Barbara G Neuman, CAP
- Sigrid R Otto, CAP
- Kimberley A Perry, CPS/CAP
- Julia Tennant, CAP



From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

The Proactive Challenge

When you were younger did you ever do something without much thought? If so, what were the consequences? Once experienced, do you remember promising yourself and those around you that you would never do that again and yet somehow history repeated itself and the exact same thing happened? If so, fear not...you are not alone.

The beauty of a young child lies in the innocence of their thoughts and actions. Carrying a limited understanding of the consequences that may arise, a young child may make some errors in judgment, but with time learn to make better decisions, especially if appropriate guidance and encouragement is offered.

Taking this generalized theory one step further, let's pretend these young children are now adults working as executives, managers, and supervisors in an organization that appears to be experiencing the same difficulties year after year such as: low morale, low productivity, and a decrease in staff retention. So how can this workplace environment improve itself? What can the executives, managers and supervisors do to improve their results? Shift the focus...shift the strategies...

When an organization chooses to alter their perspective and shift their focus to a more proactive approach, everything else follows. Helping to transition toward better results, here are a few things to consider:

- **Pay attention to daily communications.** Become an active listener considering both verbal and nonverbal messages. If low morale is an issue, chances are the employees working in this environment no longer feel valued or appreciated by those carrying authoritative positions. In addition, employees like these no longer view themselves or their job as having a significant role in the direction of the organization's vision or mission. To be proactive in this situation means to offer authentic and sincere thoughts of appreciation on a regular basis. Do not wait for year-end evaluations, or monthly assessments. If someone has done a great job...tell them right away. If someone is consistently pleasant, tell them you appreciate their personable approach to their work. Either way, tell the person TODAY, that they make a difference, and then watch how quickly your results can change.
- **Ask for weekly feedback.** Some organizations will display a 'comments or suggestion' box as a way to communicate with their clients, customers or staff members to ensure that their professional needs are being met. However, these boxes might only be viewed sporadically by those in authority. If an organization wishes to be proactive in its approach to receiving feedback from their customers and employees, then they should consider asking for, and reviewing, all feedback given on a weekly basis. A good day for this review is on Thursdays, that way there is still one day left if clarification is required, and in most cases, employees are more willing to share their point of view when it is closer to the end of their work week, or their pay day...just a thought.
- **Be willing to question like a child** - The best solutions can come to mind when you begin to question *why*. Why are certain processes and business practices still being used? Why are we losing our staff? To be proactive in your organizational strategies and daily practices, you must be willing to break free from the mold of familiar and step into the world of possibilities. Remember, there is no harm in being childlike in your creative thinking process, just be sure to be adult like when making your decisions.

Maureen Tazzioli is a professional speaker, trainer, and owner of ReZultsMatter, a personal development and professional excellence business established in 2001. Maureen can be reached at 306-751-0009 or by visiting her web site at www.rezultsmatter.com. This article is reprinted with the author's permission.



Upcoming Events ...

Alberta Education Day - Calgary, Alberta AUGUST 20, 2011

The Calgary Chapter is once again holding their education day on August 20th in Calgary. They have a day filled with good information and tools to help you with your chapter. This session is open to all members, if you are interested in attending. Jayne Clark our Western Canada Division President will be chairing the meeting and it will be an exciting day.

If you plan to attend please RSVP by 1PM (Mountain Standard Time) on Wednesday, August 17th. You can send your RSVP as confirmation of your attendance to your Chapter President. Division MALs can confirm their attendance to the Division President, Jayne Clark.

Lunch will be provided, so include any allergies you may have in your RSVP confirming your attendance.

Date: August 20, 2011 (Saturday) / **Time:** 9:00AM to 4:30PM

Location: Mark's Work Wearhouse / #30, 1035 - 64 Avenue SE / Calgary, Alberta

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.

Appreciation for our Sponsor, ReZultsMatter ...



2010-2011 Officers

President

Dawn Becker, CAP

President-Elect

Jayne Clark

Vice President

DecolynneJo Barteski, CPS

Treasurer

Veronique Mantha

Secretary

Joan Beaudoin, CPS



www.iaap.ca

June 24, 2011

Maureen Tazzioli
President
ReZultsMatter Inc.

Dear Maureen:

Maureen, I wish to acknowledge and thank you for the support the Western Canada Division of IAAP received from yourself and for your sponsorship from ReZults Matter. Your long-standing support of our association is sincerely appreciated. I know the members of Western Canada Division have been educated, encouraged and motivated by your articles during this year of **Passion & Purpose**. I personally thank you for all your kind words and messages throughout this past year.

On behalf of the Western Canada Division Board, thank you Maureen.

Yours truly,

Dawn E. Becker, CAP
President 2010-2011

Cc: WCD Board



Coming in the next issue ...

- ◆ Our first 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 first character trait that we will be providing you information on, from the perspective of an Administrative Professional, is INTEGRITY in the September edition of WCD Connections.
- ◆ Our Western Canada President, Jayne Clark will be providing you an EFAM debrief and providing you with information on our theme this year "Making the Leap to Remarkable".
- ◆ There will also be many more interesting and informative articles in our next issue.



**Until then ... enjoy the rest of your summer
and we'll catch up with you in September!**



WCD CONNECTIONS



WESTERN CANADA NEWSLETTER

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- ⇒ *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).*