

DECEMBER 2011

The Complement

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Come See What's New



As your board, we have made great efforts to make the chapter meetings more informative and interesting.

DID YOU KNOW? We do not have business at every meeting (the last business was in September when we voted to make our bylaws consistent with

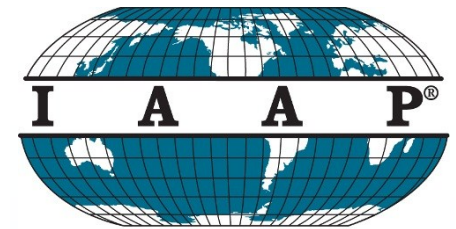
International Bylaws changes made at EFAM) and we've made every effort to end on time. We have worked hard to have **exciting, engaging speakers** to address areas of interest to each of our members and those presentations qualify for **recertification points**. We have arranged for catering so **meals at each meeting are only \$5**. We've also added **technical seminars** that qualify for recertification points. You receive a **minimum number of emails** each month because your **redesigned newsletter** contains everything you need to be an informed member.

Involvement brings benefits to you and to the chapter. **You will learn from being involved** and the chapter will be invigorated from energetic members. Your willingness to participate encourages the board to work harder and plan even better programs, which will inspire your attendance. It is a rewarding cycle!

What the board now asks of you is to be more actively engaged, attend the meetings and connect with a committee. Let me know your areas of interest and we will make sure you have an opportunity to get involved. Attend the meetings and seminars that are provided; read the newsletter. **Why not become more involved?**

Robin

P.S. Please take a moment to tell us why you *are* or *are not* participating in the chapter by completing our [mid-year survey](#).



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Administrative Professionals®
Birmingham Chapter

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www.iaapbirmingham.org

Happy Holidays!

Did you know?

Alabama was the first state to recognize Christmas a legal holiday in 1836.

In Hebrew, the word "Hanukkah" means "dedication."

Explore the History of Christmas beginning with its roots - and earlier. This 'winter holiday' has been the subject of many an argument for 2000 years. Whether religious or not, you'll find common ground and a number of 'surprises' to what we may have been taught about this popular holiday.

Source:

www.thehistoryofchristmas.com



November Appreciation

Thank you to **Honeybaked Ham** in Vestavia and Mike Mosley for providing our wonderful meal!

[Click to order online!](#)

Donna Gilliland

What a great program! In this interactive program, Donna showed us how to use Google tools to increase productivity and share information. She introduced us to Google+, Google's new social site, and their "Hang Out" zone where up to 10 members can chat using their web cams and microphones FREE!

Donna also surprised ALL the attendees with TWO FREE WEBINARS: Google+ and Google Tools as an extension of the November Program.

Sign up for her newsletter **SocialOffice** at www.MOSTraining.com.



www.mostraining.co

Our New Look on the Web

We have joined the IAAP web community and are excited about the new possibilities. Not only are we able to share the same information you are accustomed to seeing on the site, but our members-only content such as financials, minutes and special promotions are also available without having to leave the site.

This opportunity was made possible by the hard work and dedication of our chapter members helping the chapter to earn the Chapter of Excellence Award. As a result we received a \$150 credit toward membership in the web community which brought the cost down to an affordable level. Follow this year's progress on page 6.

Watch for e-group posts soon which will include monthly financials and our annual audit.

Please feel free to blog, start e-groups, or just get acquainted with the new site. Feedback is appreciated!

www.iaapbirmingham.com



OfficeTeam Survey: Attendance Optional at Company Holiday Party, Most Executives Say

MENLO PARK, CA -- Will skipping the holiday party at work land you on the boss's "naughty list"? Not necessarily, according to a new OfficeTeam survey. More than six in 10 (61 percent) executives whose companies host holiday parties said there's no unwritten rule requiring employees to attend. But that doesn't mean staff should miss out on the merriment: Thirty-eight percent of respondents indicated that making an appearance is expected.

The survey was developed by OfficeTeam, a leading staffing service specializing in the placement of highly skilled administrative professionals. It was conducted by an independent research firm and is based on telephone interviews with more than 1,000 senior managers at companies with 20 or more employees.

Managers whose companies host holiday celebrations were asked if they agreed or disagreed with the statement, "It is an unwritten rule that employees should make an appearance at the holiday party." Their responses*:

Disagree	Agree	Don't know/no answer
61%	1%	38%

*Respondents to this question included 856 senior managers whose companies host holiday celebrations.

Managers also were asked, "In which of the following ways does your company typically celebrate the holidays?" Their responses*:

Off-site party	On-site party/luncheon	Office decorations	Informal gift exchange	No Celebration
41%	31%	20%	17%	16%

*Respondents to this question included 1,013 senior managers. Multiple responses were allowed.

"Although many executives take a casual approach to holiday festivities and aren't concerned about attendance, some managers pay attention to who shows up," said Robert Hosking, executive director of OfficeTeam. "Office parties come in a variety of forms, but nearly all offer the opportunity to get to know colleagues and executives on a more personal level, which can make work a little more pleasant and productive year round."

OfficeTeam offers five tips for making the most of the company holiday party:

- Mix it up. Mingle with coworkers outside your usual circle.
- Work the room. Try not to monopolize anyone's time. Shorter chats allow you to meet more people.
- Limit shoptalk. Don't focus on business the whole time. Come with conversation starters in mind, such as people's holiday plans or New Year's resolutions.
- Don't be a grinch. Keep your discussions positive and upbeat. No one wants to listen to complaints. Avoid controversial topics such as politics, too.
- End on a high note. Show your appreciation to the host and others who worked on the event by thanking them in person or sending an email afterward.

About OfficeTeam

OfficeTeam is the nation's leading staffing service specializing in the temporary placement of highly skilled office and administrative support professionals. The company has more than 315 locations worldwide and offers online job search services at www.officeteam.com.



OFFICETEAM®



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Avery® BOX TOP\$® for Education Challenge

Ask your Family, Friends and Co-workers to help us reach our goal of 5,000 Box Tops!

An education grant in the amount of \$2,000 will be provided by Avery to the chapter that collects the largest number of Box Tops coupons in support of the program.

An education grant in the amount of \$500 will be provided by Avery to the chapter collecting the second largest number of Box Top coupons in support of the program. All Box Tops coupons, not just those from Avery products, will be eligible.



Spring Seminar Put Your Head in the Cloud

Donna Gilliland, President of MOSTraining

Once upon a time the term get your head out of the clouds meant you weren't being productive. Times have changed and if your head isn't in the clouds these days you could be losing productivity and career leverage.

What is cloud computing? In simple, working in the cloud is the delivery of applications via the Internet, which are accessed via a web browser. Many cloud productivity tools are free and powerful, like Google Docs and Gmail. The team collaboration benefits are of tremendous value – you can easily create and share documents. Instead of collaborating on a document by sending the document back and forth as an attachment, you can store the document in the cloud using Google apps. Coworkers can access the web-based document simultaneously in their browsers and make changes that other authorized users can see in real-time thus eliminating attachment round-trips. Teams can work together efficiently from within the cloud.

Google: Donna expands on her November program by taking us **step-by-step** through each of **Google's free apps** for email, calendar sharing and document sharing to help boost our productivity. You will be on cloud 9 when you leave.

Evernote: Create and save text notes, webpage clips, snapshots, to-dos, PDFs, and more. Capture all of your thoughts, ideas, and inspirations, into a single place. Access everything whenever you need it from your PC, even when offline. This interactive afternoon workshop will be packed full of fun and productive applications and hands-on training. Donna will introduce us to a number of useful Evernote functions and concepts that will help you start remembering everything.

Donna Gilliland is an award-winning technology instructor, a social media specialist and certified technology trainer. Her technology teaching career spans over 18 years, and she holds certifications in Microsoft, IBM and CompTia.

MOSTraining started in 2004 helping businesses learn how to increase the productivity of their workforce using Microsoft Office applications. MOSTraining has extended its reach to help businesses and entrepreneurs strategically market and grow their business using social media. MOSTraining also helps companies increase their workforce productivity using cloud computing tools.



Donna Gilliland
Social Media Specialist

www.mostraining.com

How to handle mistakes?

"Laughing All the Way to Work: A Survival Blog for Today's Administrative Assistant."

by Patricia Robb

I'm not even going to ask if you have ever made a mistake, because I already know the answer. Everyone makes mistakes, but how you handle it makes all the difference.

Acknowledge it

Whether it is a big mistake or a small one, you probably should admit it to your boss. I say "probably" because sometimes, depending on the mistake, you can "fix" it and nobody really needs to know about it and it wouldn't be good to tell your boss about every little thing you did wrong. For instance if you are organizing a meeting and send the meeting request to the wrong person, you can easily fix it by apologizing to whoever you invited by mistake and then invite the correct person. Other times you really do need to tell your boss because it might have repercussions and it is best to admit it up front. You can determine whether you need to tell your boss or not, but you absolutely should admit it to yourself.

Learn from it

Once you have admitted the error you need to learn from it and do whatever you can not to do it again. I think sending emails to the wrong person is an easy mistake to make because it is so easy and quick to press Send, but not so easy to take it back (and the Recall function really does not work on emails to external people and is only hit and miss on internal emails). Depending on how often you make the mistake and how serious the consequences could be, will determine what kind of measures you need to take.

One way you can avoid sending an email to the wrong person is to turn off the automatic email memory function, then you will have to enter each person's email address each time and that will make it more difficult to make that mistake. You can also ask a colleague for suggestions on how they avoid particular errors, for instance removing the word "pubic" from your dictionary will ensure if you type it instead of "public", SpellCheck will pick it up.



Apologize

An apology will usually solve the problem as most people understand that mistakes are made and recognize that an apology takes a lot of courage and professionalism and they usually respect that, but if you are an HR assistant and sent the job offer to the wrong candidate, then more damage control will need to be taken, your boss will need to be told and the consequences could be more serious.

Recently I sent about 80 invitations to a dinner by email and then had to send 25 more to another group of people requesting a meeting. After putting the message for the invite in 80 times, by the time I got to the next set of emails, well, I put the same message in the email regarding the dinner so it did not match the letter I attached. My damage control was to re-send the message with REVISED in the subject line and then follow up by calling the 25 offices and speaking to the EA to explain the situation. It was easily rectified as they all had access to their bosses email account and they all most definitely understood. You can be sure if they make a similar mistake and call me, I will do the same for them and have in the past. In this case, after I had done my damage control I mentioned my error to my boss, but along with the remedy so he saw that I recognized what I had done and took the appropriate action to fix it.

I remember once an assistant from a law firm sent a fax to my boss by mistake and it had the legal advice they were giving their client, which my boss wasn't supposed to see, so she immediately called and asked me to trash it and that she would send the correct fax. I waited to get the correct fax and when I saw it was a simple error of putting the wrong fax number in, I had no problem ripping up the other fax she had sent. Many times I dealt with this same person and we were always helpful to each other and she would bend over backwards if my boss needed to meet with hers to accommodate the request. How we handled it turned it into a positive working relationship.

Move on

If you have handled it to the best of your ability, righted the wrong and told the people you needed to tell, then you need to move on. I have seen people who kept kicking themselves over a mistake, but failed to learn from it and all that did was affect their self esteem and confidence in doing the job. If you dwell on every mistake too much, keep telling your boss how dumb you were for doing it (and therefore reminding them about the mistake), that will not help the situation and will likely make your boss have less confidence that you won't make the mistake again. I believe if we tell ourselves something for too long, we inevitably start to believe it about ourselves. The quicker we deal with it and move on, the better for everyone.

Committee Reports

Administrative Professional of the Year 2012

Melissa Cooper, CAP/PLS



APY 2012

I am now accepting nominations for 2012 Administrative Professional of the Year.

The forms are posted on the web site and included at the back of this

newsletter. Please have nominations turned in by January 27 to give the nominees plenty of time to prepare. For more information, visit our web page to view the guidelines or contact me at scrapbookskippy@aol.com.

Ways & Means Committee

Anita Wilson

The chapter needs items for our monthly Ways & Means drawings. If you have anything, please contact Anita at avwilson@hotmail.com.

Seminar Committee

Melissa Cooper, CAP/PLS

The annual seminar is our chance to gain work skills while supporting a good cause. All proceeds from the seminar are dedicated to our scholarship program giving money to deserving students in the business field. Sometimes it is truly the difference in being able to continue on with their education and the encouragement they need to succeed. We have awarded over \$9,000 in the last 5 years.

We have confirmed Donna Gilliland as speaker and she will be expanding on her November program as well as adding additional "cloud computing" applications to increase productivity. **YOU DO NOT WANT TO MISS THIS SEMINAR!!** See page 4 for more details.

Scholarship Committee

Sandy Short, CAP-OM

Both the high school and college scholarship applications have been updated for the next year. The applications will be posted on the Web site by next month. The postmark deadline for next year's applications will be February 15, 2012.

Applications will be sent to administrators, instructors, and counselors at area high schools and colleges at the beginning of January 2012.



More tips from EFAM 2011...

MS Word Themes

A theme consists of colors, fonts and effects. Unlike individual styles that you can apply to each element, a theme affects all the content in your document.

This site offers helpful tips on all things Word 2010. Here is a page on working with Themes that I thought would be helpful to our members transitioning to 2010. <http://www.word-2010.com/microsoft-word-2010-themes/>

A Kick in the Attitude *Sam Glenn*

Attitude tests come in different shapes and sizes and there isn't always a quick fix. It's healthy to have support from friends or family you can lean on when life is hitting you hard. The simple ways to readjust your attitude might be...reading positive quotes daily.

Oh No She Didn't!... *Clinton Kelly*

"If you're wearing it to 'da club, you shouldn't be wearing it to 'da office."



January Technical Seminar

January, 2012 • 9:00-11:00 a.m.

Navigating Microsoft Word 2010

Hoover High School Computer Lab. Pricing is as follows:

Birmingham Chapter Member: \$ 5.00
 Alabama Division Member: \$10.00
 Non-Member: \$20.00

Contact Jami Wilson, CAP, jwilson@volkert.com, 205.441.8448

CoE Deadlines

follow our progress...

✓	#1	October 1, 2011 Post Meeting Calendar
✓	#2	December 31, 2011 Submit 2010-2011 Financial Review
✓	#3	June 1, 2012 Membership Drive
	#4	June 25, 2012 Hold New Member Orientation
	#5	April 30, 2012 Develop & Update a Business Plan
	#6	Set by Division Send Delegate to 2012 ADAM
✓	#7	July 4, 2011 Send Delegate to 2012 EFAM
	#8	June 30, 2012 7% of Chapter are Members of Excellence

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“Companies” we keep:



Professional Certification

Exam Date: May 5, 2012

IAAP's Certification Program has changed effective November 2011.

Deadline Date: Feb. 15, 2012

For more information visit:
www.iaap-hq.org/certification



Why wait? GET CERTIFIED!
Do something for yourself and your career today.



Upcoming Events

January 17, 2012—Monthly Program

Program: Organizational Budgeting

Speaker: Bob Straka, President of GrandView Financial Group

Location: Hoover High School, Hoover Hall

Having a formal and structured budgeting process is the foundation for good business management, growth and development. Very similar to our personal finances, discipline and planning should be the cornerstone of a business budgeting process. So where do we start? Bob gives us the basic steps for developing and following a budget.

January 2012—Quarterly Tech Tips 9:00-11:00 a.m.

Program: Navigating Microsoft Word 2010

Speaker: Judy Kehr, MOS

Location: Hoover High School, Hoover Hall

February 21, 2012—APY

Program: Administrative Professional
of the Year Event

Location: Hoover High School, Hoover Hall

March, 2012—Seminar

Program: Put Your Head in the Cloud

Speaker: Donna Gilliland, MOSTraining

Location: Hoover High School, Hoover Hall



March 20, 2012— Monthly Program

Program: Human Resources

Location: Hoover High School, Hoover Hall

Casual Corner

December Birthdays

10 Sandy Short, CAP-OM

14 Heidi Payne

28 Robin Prentice, CAP-OM



Birmingham Meetings are held on the 3rd Tuesday of each month (exc. July, Aug, & Dec) at 5:45 p.m. at:

Hoover Hall
(formerly Crossroads School)
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