

The Complement

MAY 2012

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A Message from Your President



The end of the year is quickly approaching and it is time to complete your professional development form. We have listed all the meetings for you so it should not take very long at all for you to complete this form and return it to me by May 15. Awards will be given at the division meeting in June. Please take a moment to show your support for your chapter.

We will elect officers at our May meeting for 2012-2013. Also, you will determine how the chapter would like for your delegate to vote on the International and Division bylaws changes at those upcoming meetings. We made changes to our chapter bylaws at our September meeting.

Early Bird registration for EFAM will continue until May 23. Even if your employer will not cover the cost, it is well worth your personal investment in your future. Three dynamic keynote speakers and great workshops will make you even more valuable and marketable. You will come back to Birmingham refreshed and reenergized. Consider the difference this could make in your career.

Please remember that your involvement is critical to the success of our chapter. Whether you are a "seasoned" member or a new member, you do have a role to play in the Birmingham Chapter. We need you to be involved. The new members need the guidance and encouragement from those who have been involved over the years and the seasoned members need the excitement and drive from those who are new and getting started in their IAAP journey.

Robin



International Association of
Administrative Professionals®

Birmingham Chapter

Board of Directors

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April Program Review

A. Nicole Johnson

Wow, what an interesting presentation! Dallas Teague Snider was intriguing and informative. She carries the title of America's Business Etiquette Coach and Etiquette Engineer.

Dallas came to our April Business Meeting to share with us her business etiquette presentation, *Keep It Simply Savvy*. In her presentation, Dallas shared a bit of her personal story intertwined with her work experiences. She has quite a testimony. Grounded and groomed in her faith, she has moved from an unstable upbringing with a mother struggling with mental illness, to a life of travelling across the globe to learn proper etiquette and currently is a radio talk show host, columnist, public speaker, and author.

We learned that there is even etiquette regarding proper seating in business meetings depending on the shape of the table and the number of attendees. Did you know that there is a "proper" way to introduce people depending on their status, and a "proper" way to shake hands? I left the meeting not only a little more educated on business etiquette, but motivated to see what more there is to learn about business etiquette. I was anxious to go online and take the [Business Etiquette Quiz](#) Dallas mentioned in the presentation.

When I later went to the website, I was amazed at the wealth of self-improvement information that Dallas speaks about. Dallas has a wealth of information in her business etiquette series alone, to help Admins be successful in both our professional and personal lives. I was so impressed by Dallas that I have passed her information along to a director and vice-president at my job to encourage them to invite her to staff meetings. Who knew that we have our own Miss Manners of the business world right here in Alabama!

Administrative Professional's Day Luncheon

The Club

Keynote Speaker, Pete Blank, conveyed a surprisingly light-hearted recollection of his experience of being trapped with his wife and 2 children under the rubble of his home after the tornadoes of January 23, 2012. Pete shared the emotional journey one takes from the frustration of being awakened by sirens, through the realization that the storm was near, the rush of adrenalin in those few moments of impact, the awareness of having survived, the confusion of not being able to move, the overwhelming fear in the few seconds of silence after asking "is everyone alright," the "total peace" when they all answered, the exhilaration of being rescued and ultimately sorrow in facing the enormity of destruction around them. Pete and his family are grateful for the outpouring of support they have received through this experience.

Pete has incorporated this experience into his leadership blog, [Leadership and...](#) at www.petebblank.com.

Dallas is a speaker, author and media personality. Dallas has been a small business owner since 1999 and after attending the Protocol School of Washington® in 2007, Dallas launched [Make Your Best Impression](#) to offer training in the areas of business etiquette, communications, and personal development.

She is a columnist for [Birmingham Works Magazine](#) and has been featured as a guest columnist for [America City Business Journals](#) since 2004. March 2009, Dallas was featured on the cover of [Personal Excellence Magazine](#) and quoted in [The New York Times](#).

Dallas is the author of *Professionally Polished, Business Etiquette Savvy for Today's Competitive Market*, a contributing author of *Executive Etiquette Power*, and now co-author of *Success Skills for Life* - a curriculum for high schools.



May All Your Tasks Be This Simple (and Delicious!)



We're on the brink of the dog days of summer which means a jam-packed calendar of fun-filled events - professional and personal. *ConnectToCatering.com* connects you with one click to over 20 of Birmingham's best catering menus, making it simpler than ever to accommodate your catering needs in and out of the office. From office lunches to baseball games and summer family celebrations, our caterers offer delicious, unique options for any crowd. Here's a glance at some of our mouth-watering May specials:



- Boar's Head premium deli sandwiches starting at \$7.50? Yes, it is so. They will taste the difference but you won't pay the premium price at *Wall Street Deli*. For the month of May, enjoy **10% off all orders (no minimum required)**. Choose from 16 different classic, specialty and deluxe boxed lunches as well as salads, roll-ups and wraps.
- Have you checked out our newest Birmingham catering partner, *Max's Delicatessen*? As if their extensive menu of 29 signature sandwiches, 14 all-inclusive hot entrees, 5 entree salads, 9 appetizers, soups, 17 sides and 7 divine desserts wasn't enough reason, Max is offering you even more. Enjoy **FREE delivery for the month of May** or **\$20 off** a 15-person dinner entree.
- *Joe's Italian* is rolling out a "delizioso" new featured dish for May - **Pasta de la Mamma**. Indulge in rigatoni noodles with chicken, mushrooms, roasted red peppers and a light white cream sauce (half pan \$49.99, full pan \$99.99).
- Other monthly features include *All Around Town Catering's Pecan Chicken over Pasta*, *Maki Fresh's new Banh Mi Asian sandwiches* and *RX Catering's Garlic & Lime infused chicken* or their **homemade poppy-seed chicken casserole**. All three partners are also extending their current specials through May (find them and all other specials on our FAQ's Web page).
- Momma is giving back to the community. The *Greater Birmingham Auburn Club's* annual Golf Scramble is a **memorial tournament** to help raise funds for new endowed scholarship in honor of Christina Heichelbech who was a victim of the January 2012 Alabama tornadoes. She was planning on attending Auburn in the fall. Enjoy free *Momma Goldberg's* lunch, beverages and great networking. For more information, visit <http://theqbac.org>.

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us reach our goal of
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All Box Tops coupons, not just those from Avery products, will be eligible.

Committee Reports

Nominations Committee

Melissa Cooper, CAP/PLS

The Nominations Committee is working on filling the 2012-2013 Board of Directors positions. If you would like more information on the board responsibilities, please visit the [Board of Directors](#) page on our website or contact Melissa at scrapbookskippy@yahoo.com.

Administrative Professionals Day Luncheon Committee

Edna Henry, Chair

The chapter celebrated the 60th anniversary of Administrative Professional's Day at The Club on April 25, 2012 with a little over 100 guests. Mayor William Bell officially proclaimed the day for the City of Birmingham and Pastor George M. Williams of New Birth Baptist Church delivered the invocation. Please see page 2 for information about the Keynote Address by Pete Blank.



Special recognition was given as follows:

2011 Boss of the Year: **Paul Weber**
*Alliance for Continuing Education
in the Health Professions*

2012 Administrative Professional of the Year: **Sandy Short, CAP-OM**
Bevill State Community College

Scholarship Awards: \$500, Alexander Greg Hoover High School
\$500, Kaylen Stanley Fultondale High School
\$750, Nelladean Fields Bevill State Community College
\$750, Renena Gates Lawson State Community College

Door Prize Sponsors:

MOSTraining.com	Norton's Florist
Dallas Teague Snider	Robert Half International
Volkert, Inc.	Barton Clay Fine Jewelers
BJCC	Bed Bath & Beyond
Charles Heaton, CRS	St. Vincent's Health System
Sheraton Birmingham	Birmingham Convention & Visitors Bureau

Luncheon Committee:

Helen Allen	<i>Registration</i>
Joellyn Heaton, CAP-OM	<i>Door Prizes</i>
Doris Kenny, CAP-OM	<i>Hostesses</i>
Jami Wilson, CAP-OM	<i>Photography & Desktop Publishing</i>

Call for Nominations: 2012 OfficeTeam Administrative Excellence Award

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MENLO PARK, CA -- OfficeTeam and the International Association of Administrative Professionals (IAAP) are accepting nominations for the eighth annual *Administrative Excellence Award*. The award is given to an administrative professional who demonstrates a commitment to leadership and education, and provides meaningful contributions to his or her employer. Nomination information and a submission form are available at www.officeteamaward.com. The deadline for entries is April 30, 2012.

The 2012 *Administrative Excellence Award* winner will be announced during the IAAP [International Education Forum and Annual Meeting](#) in Grapevine, Texas, in July 2012. The winner will receive complimentary travel and registration to attend the event, as well as a \$500 gift card, laptop, one-year national membership to IAAP and other prizes. Supporters of the award include CareerBuilder, Dress for Success, MeasureUp and SkillSoft.

Staples.com Survey Reveals Businesses Can Manage Without the Boss, But Not the Office Administrator

Business Wire

In honor of National Administrative Professionals' Day, a Staples.com survey provides insight on the "office VIP," finding the administrative assistant more crucial than the boss in many offices. Staples.com conducted a non-scientific poll with social media followers on Twitter and Facebook about the office manager role. The survey found nearly two-thirds (65.2 percent) felt the office would be more likely to fall apart without the administrative assistant than without the boss (30.3 percent).

In addition, the survey found administrative professionals fill many "official" and "unofficial" jobs at the office. The majority of administrative assistants who responded report their roles could be described as all of the following – from crucial business functions (human resources director, accountant) to personal support (conciierge, therapist), even the impossible (magician, miracle worker).

"This survey highlights what most people already know – administrative assistants are crucial to a successful business," said Anabela Perozek, vice president of marketing for Staples.com. "From magician to human resources director, administrative professionals fill every role imaginable in the office, and Staples is proud to help recognize and celebrate these office VIPs on National Administrative Professionals' Day and everyday."

"From magician to human resources director, administrative professionals fill every role imaginable in the office..."

The Staples.com #CelebrateAdmins Survey was launched on Staples Facebook page April 5, 2012 and tweeted out to followers on April 6, 2012. The survey closed April 15, 2012 and received 624 responses...[Read more](#)



CoE Deadlines

✓	#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



Help celebrate IAAP's anniversary
by

increasing membership.

In celebration of our 70th anniversary, new members can join at the chapter, division and international level all for \$70.

For over 70 years, the International Association of Administrative Professionals has been helping office professionals reach their career goals through education, community building and leadership development.

Chapter membership dues for new members have been temporarily reduced to \$5 through December 31, 2012. Your board unanimously feels that this is a wonderful recruiting tool and hopes you will help us with this program.

SPREAD THE WORD—As an added bonus:

- Chapters that recruit 7 new members will receive \$70 toward web community membership.
- Members who recruit 2 new members will receive a commemorative 70th Anniversary pin.

NEW—Technology Applications Specialty

Take the next step in your career by attaining the Technology Applications specialty from IAAP. Earning the Technology Applications specialty demonstrates your commitment to continuing technology education. Make a difference in your career by earning the TA specialty from IAAP. For more information visit: www.iaap-hq.org/certification

Why wait? GET CERTIFIED!

Do something for yourself and your career today.



Upcoming Events

May 15, 2012— Business Meeting

Business: Election of Officers
International and Division Bylaws
Location: Hoover Hall

June 19, 2012—Chapter Annual Meeting

Business: Installation of 2012-2013 Officers
New Member Ceremony
Program: Team Dynamics
Speaker: Jami Wilson, CAP-OM
Location: Hoover Hall

Team and group dynamics are influenced by many factors. We will discuss these factors in detail, participate in an activity demonstrating synergy and explore the five stages that teams go through.



Casual Corner

May Birthdays

- 4 Edna Henry
- 8 Helen Allen
- 24 Sue Kelley
- 26 Anita Wilson
- 31 Maria Whitmire, 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
1035 Buccaneer Drive
Hoover, AL 35244

Newsletter Editor

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60th Alabama Division Annual Meeting (ADAM)

June 22-24, 2012, Birmingham, Alabama

Hosted by the Birmingham, Lawson State Community College and Tuscaloosa Chapters

Keynote Seminar Speaker: Dr. Dale Callahan

"Make the LEAP to Remarkable: A Legacy of Excellence, Achievement and Passion"

www.dalecallahan.com

Every member of every chapter in the Alabama Division as well as every Division Member-at-Large is welcome to attend the conference.

www.iaapalabama.org