

**FLOWER CITY
CHAPTER/
INTERNATIONAL
ASSOCIATION OF
ADMINISTRATIVE
PROFESSIONALS**

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OCTOBER 2011

President's Message

Pam Johnson, CPS/CAP



Did you know...the first frost usually happens in October? Leaves change to their brilliant colors, and begin to fall, making the ground a beautiful haven of color. The farmers have to finish harvesting of the crops, but winter isn't here yet.

We are in the swing of things that started with our September chapter meeting. You can look forward to many exciting programs, networking and much more. The board has been working diligently focusing on membership and our succession planning. With regards to membership, bring a guest, friend or co-worker with you each month!

about taking on a leadership role as an officer. Our chapter must have a President and a Treasurer to remain active. So if you've been a follower, why not become a leader. Each and every one of us has it in us. We just need to tap into it.

IAAP's theme this year is "**Making the Leap to Remarkable**" a challenge our chapter is very much up to!

As always, if there is anything we can do to help you get all you can out of your membership please let us know.

Pam

On the topic of succession planning; think

Flower City Chapter News

Members having an October birthday are:

Lucille P. Morrill	October 10
Cheryl N. Confarotta	October 24
Tarie Vinci	October 27
Leanne M. Whitbeck	October 27



Maria Ester Sanchez, CPS has a new email address: marilochile@hotmail.com. Her cell is 319-8821.

Erika Sollie, CPS/CAP has accepted the position of Assistant to the President at St. Joseph's Villa in Rochester.

Ruth Barone, CPS, just lost her father, Robert Gleason, on October 8, 2011.

Brenda Glenn is now employed by the Rochester City School District at Edison Tech.

Lynn Stull is a Assistant Editor of **The Blossom Times** newsletter. Her new e-mail address is: elixir@frontiernet.net

Rhonda Ackley, CPS/CAP has accepted the position of Executive Administrator to the Office of the Chairman and CEO of Sutherland Global Services, Inc.

Due to family responsibilities and the 60 mile/roundtrip drive to chapter meetings, **Marcia Zeller Opperman** regrets that she will not be able to continue her Merited Membership. We wish her well and thank her for the many roles she held for the FCC -- recently, coordinating a Scholarship Fund Tea which raised approximately \$350.

New York State Division News



Plans for the **2012 Annual Meeting** in Queens has begun in earnest. The Board will make it's site visit with the committee chairman sometime in October/November. Lisa Grant-Lynch, CPS, Greater Bronx Chapter and Jeanine Scaccio, New York City Chapter, are the Committee Chairs for this event.

Other NYSD Committee Chairs are: Stacey E. Thomas, CPS, Capital District Chapter — Bylaws & Standing Rules; Lorraine R. Engenito, CAP, Queens County Chapter — Certification Services; Kathy Whitlock, CPS/CAP, Division Member-At-Large — Membership & New Chapter Development; Audra Stempel, Division Member-At-Large

— Newsletters; Susan L. Cordier, Elmira-Corning — Parliamentary Advisor; Rose E. Morgan, CPS/CAP, Brooklyn Chapter — Programs & Education; Sheila S. Venner, CPS, Division Member-At-Large — Retirement Trust Foundation; Beatrice T. Williams, Brooklyn Chapter — Scholarship; Susan C. Bauer, CPS, Queens County Chapter — Student Chapters; and, Susan Case, CPS/CAP, Flower City Chapter — Webmaster.

Angela A. Grabowski, CPS/CAP, our Division Vice President, will be responsible for submitting all criteria for the Chapter of Excellence program as they come due.

Certification



The new CAP exam will be a one-part exam, consisting of 300-350 questions testing similar materials to the current three-part exam. The OM exam will also be a one-part exam, consisting of 150-175 questions, testing similar material to the current Part 4 of the CAP exam.

In **November 2011**, the current CPS holders will become CAP holders and the

current CAP holders will be CAP-OM holders.

There are plans to schedule review seminars for all candidates who wish to sit for the **May 2012** new CAP examination. For more details on required textbooks and review seminar dates, contact **Nancy Shairer, Certification Chair** at: NShairer@rochester.rr.com.

IAAP International News



The **2012 Spring Conference** will be held March 4-7, 2012 in **Las Vegas, NV**. Take care of your first step to register for the 2012 Spring Conference and book your hotel room now for only \$129 per night, plus tax at Harrah's at the heart of the Strip. They have 86, 664 square feet of casino space, seven outstanding restaurants, a sparkling outdoor swimming pool, a luxurious spa, state-of-the-art health club, a full-service beauty salon, a unique variety of retail options—both inside and outside—plus entertainment. Harrah's Las Vegas is located within minutes of

McCarran International Airport.

IAAP has partnered with **KRM Information Services, Inc.** and **McMurtry** to bring virtual learning events directly to your PC. Let IAAP help you hone your professional skills with audio seminars and audio- and web-based workshops. Use the live sessions for independent learning or gather a group and make it a team venture. It's all the same price. You'll also receive recertification points.

Civic, Public and World Affairs

Alt Text: Shedding Light on Dark Energy's Mysteries

By [Lore Sjöberg](#)

If you follow science news, you've heard a lot about something called "dark energy," and you're probably feeling lost and confused. What is it? Is it important? Could it affect Superman, who is normally only vulnerable to Kryptonite or magic? I'm here to help. Don't get all huggy on me.

[Dark energy](#) is making headlines in part because this year's Nobel Prize in physics is going to a trio of scientists who proved in 1998 that the universe is not only expanding, but expanding faster and faster all the time. This discovery raises many troubling questions about the nature of space-time. For example: It takes 13 freaking years to get a Nobel Prize? Who got the prize last year, [Marie Curie](#)?

At any rate, the [prize-winning scientists](#) merely demonstrated that the universe is accelerating; they didn't actually have to explain why, which is pretty convenient for them. They get to enjoy the adulation and free muffins that come with a Nobel Prize, and the rest of boffindom is stuck picking up the pieces. There are many theories about what's causing this acceleration, but only one of them has a cool name: dark energy.

As a side note, this demonstrates the importance of picking a good name for your scientific phenomenon. Research into [global warming](#) would get a lot more funding if it were called "doom weather." Unfortunately, dark energy doesn't live up to the coolness of its name. It's the worst name-based disappointment since "laser printer."

As far as I can tell, dark energy is a fundamental universal force that has the uncanny ability to get physicists off the hook. It's everywhere, but it can't be directly observed. It determines the ultimate fate of the entire universe, yet it doesn't interact with matter in any measurable way. You can't touch it or see it, but you can incorporate it into your cosmological models and get to bed by 10 for the first time since grad school. Let me put it a little more simply: Dark energy is the force necessary to explain the aspects of the universe for which dark energy is the only explanation.

Not simple enough? Let's try this: If Susie has eight apples and you take away three, and then you look down and Susie only has four apples left, you can just say she has four regular apples and one "dark apple" and go collect your Nobel prize in the field of fruit-based arithmetic. I'm not saying dark energy doesn't exist. I'm saying it's a cop-out. It's like saying potato salad is made out of potato salad ingredients.

I have my own theory. Before you scoff — you've scoffed already, haven't you? Well, before you continue scoffing, remember that many important scientific discoveries were made by people with an almost complete ignorance of the subject at hand who wanted attention. Einstein developed the [special theory of relativity](#) because he thought it would get up-votes on [Reddit](#). So here's my theory: The universe isn't accelerating; we're just getting old. We're out of touch and don't remember what it was like to be young, wild and have a [Doppler shift](#) as red as the lips of a teenage girl on the last day of summer.

We used to live for the expansion of space-time. We thought the [Big Bang](#) would never end, but somewhere along the line we lost sight of that and settled down to our family and our job and our own meaningless little gravity well. And now, rather than admit that we've slowed down, cooled off and packed on the baryons, we decide that the universe must be accelerating and some woo-woo "dark energy" must be the reason we've drifted away from our old friends, our youthful dreams and the [Andromeda Galaxy](#).

Let's stop fooling ourselves. Entropy isn't something that happens to other people, and our attempts to live in the past are as pathetic and obvious as a [closed timelike comb-over](#). We don't need to be young and fast to enjoy reality. As a wise man is about to say, life begins at 10^{17} seconds.

Award-winning humorist Lore Sjöberg is the author of *The Book of Ratings*. His work has appeared on NPR's *Talk of the Nation* and *All Things Considered*. Follow [@loresjoberg](#) October 7, 2011

Source: <http://www.wired.com/underwire/2011>



The Debate Room: English Means Business



The international language — the *lingua franca* for doing business — should continue to be English. Pro or con?

Pro: Yes, Warts and All

By Maury Peiperl, IMD

International companies and international commerce generally imply a fundamental need for people to communicate across the globe, at least at a basic verbal and written level. Translation and multilingual communication are important, but unless there is one common language that everyone doing global business can speak, the complexity makes it unwieldy for cross-border businesses to function. Multilingual companies, as well as those that use something other than the de facto global language, will always find it difficult to compete with — and will incur higher transactions costs than — those that use a single cross-border language.

We can argue about the merits of the situation, but English already is the language of international commerce. This is not likely to change any time soon. The situation may not be optimal, especially if English is not your strongest language. I admit to having been astonishingly lucky in my choice of birthplace, but using English makes sense.

It was an accident of timing that English happened to be the language of the dominant economic world power when globalization reached a critical growth point. It's done and it's working. Even if there exists a better solution (Esperanto didn't get far), it could never be put in place at this stage in a practical way without a world war or a new dominant power. For its part, China shows far more interest in teaching hundreds of millions of people to speak English than in advancing Mandarin or Cantonese as a global language.

I am no fan of international business English. It may be dominant in North America, but it is hardly a language reflective of Europe, let alone Asia. It doesn't really represent a bridging of cultures (unless you go back to the Saxons and Gauls). Still, it is relatively simple, having few cases and bearing a pronunciation scheme that pretty much follows the letters as you read them. This makes it appropriate, if not ideal, for what it has become. Although it may be as painful at times to native speakers as it is challenging to non-speakers, the simple international version of English (usually) works. It has no apostrophes, limited...

Continued on page 8...

Upcoming Events: 2011-2012



November

- 2 Chapter Dinner/Meeting
Rochester Airport Marriott

December

- 7 Holiday Boutique/Dinner/
Meeting
Rochester Airport Marriott

January

NO DINNER/MEETING

February

- 1 Chapter Dinner/Meeting
Rochester Airport Marriott

March

- 7 Chapter Dinner/Meeting
Rochester Airport Marriott

April

- 4 Chapter Dinner/Meeting
Rochester Airport Marriott

The Admin Profession

Doodle Daze

By Lynn Stull, FCC Member

The first time I received an email request to Doodle, I thought it was a joke. Actually it is a free web based program that allows you to organize a meeting online <http://doodle.com/>.

Setting up a user account is easy and quick. Having an account allows you to set up the meeting and receive responses. After setting up an account the first step is to create a poll (which is actually doodle speak for setting up the dates and times you would like to offer as choices) then inviting people to indicate which of those choices they are available for; a nice feature is you can download email addresses from your contact list.

Responses are emailed directly to you and tracked automatically in your Doodle account. You can also set up your account to automatically upload the appointment to the invitee's Outlook, Google, iCal, Lotus among other calendars.

Try it some time!

View Word Documents Side-by-Side

Have you ever wanted to view two Word documents side-by-side to make comparisons? Here's an easy way to do it.

For Word Versions 2007- and 2010:

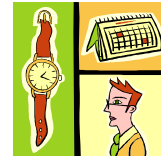
1. Open *both* of the Word documents that you want to view together.
2. In *one* of the files you want, click on the View tab.
3. In the Window section, choose *View Side by Side*.
4. If you have more than 2 open Word documents, a box will appear listing the Word documents that are open (excluding the one you are in).

Choose the file you want to see along-side the one you have. Both documents will appear together. Now you can work in either one of them, scrolling down to the

area that you want. If you select the "Synchronous Scrolling" in the View menu, both documents will scroll simultaneously when you are scrolling in one of the documents.

Source: Henry, Ann Michael (Sept. 8, 2011) Pondering Productivity, MISE EN PLACE

Ann Michael Henry is the Founder and Chief Productivity Officer for Mise En Place, www.linkedin.com/in/annmichaelhenry; www.M-E-P.com

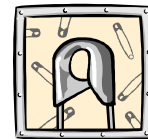


Tip of the Week — For PAs by PAs

Always carry a safety pin in your jacket, never know when it might become useful. I saved my previous boss at his wedding when he lost a pin for his buttonhole and I produced safety pin. He said I never stop being a PA!

- Nadia Head, City of London Police, London (PA = Personal Assistant)

Source: pa-assistcashback [info@pa-assistcashback.com]



A Box You Want To Uncheck on LinkedIn

Apparently, LinkedIn has recently done us the "favor" of having a default setting whereby our names and photos can be used for third-party advertising. A friend forwarded me this alert (from a friend, from a friend...) this morning.

Devious. And I expect that you, like me, don't want to participate. (If you want to participate, don't read any further.)

Click on your name on LinkedIn's homepage (upper right corner). On the dropdown menu, select "Settings" then "Account", "Manage Social Advertising" and de-select the box next to "LinkedIn may use my name, photo in social advertising." Then go to the new default settings under "E-mail Preferences", and "Groups, Companies & Applications." It's a Facebook déjà vu!

Source: <http://brandimpact.wordpress.com>; Steve Woodruff 9/26/11





Other Chapters: Huntsville , AL

While on IAAP's website I found the Huntsville, AL Chapter's September 2011 e-newsletter, ***The Informer***.

The chapter's current membership is 74 with a goal of adding two more; they are the second largest chapter in Alabama and a member of the local Chamber of Commerce.

They have six on their board of directors (president Stacey Brewer, CAP, president-elect, vice president, secretary, treasurer

and a parliamentary advisor) and have Leadership Team Meetings once a month.

Lunch hour chapter meetings are held at a local credit union from whom they purchase food as the meeting room is free.

A 2011 Boss's Day Luncheon is scheduled for October 17 and offer interested businesses sponsorship opportunities. Boss's are nominated by members. The winner will receive a plaque and special package from the Marriott Shoals Hotel & Spa.

MOE

Member of Excellence 2011-2012

A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Hold a current IAAP Certification (i.e., CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form.
3. Actively participate in the IAAP web community forum, discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Mold a degree, certificate or equivalent (a minimum, of one year in length) from an accredited college or university or hold Microsoft certification.
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. *This man-*
7. *datory requirement waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.*
7. Serve as a chapter, division, or international officer, committee chair, or committee member, or serve as an RTF Trustee, serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum, of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination). These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

A Member of Excellence will receive a certificate (first four years), a Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

Source: <http://pathways.iaap-hq.org/pathways/programs/memberofexcellence/member/memberofexcellenceinfo/>

The Leadership Solution

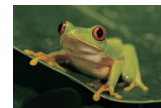
Get More Done In Less Time = Eat That Frog

If you are like me, you are overwhelmed with too much to do and too little time. As you struggle to get caught up, new tasks and responsibilities keep rolling in, like the waves of the ocean. Because of this, you will never be able to do everything you have to do.

For this reason, and perhaps more than ever before, your ability as a leader is to select your most important task at each moment, and then to get started on that task, get it done both quickly and effectively. To help you and others be more effective and efficient, we must remember the story about frogs!

Mark Twain once said that if the first thing you do each morning is to eat a live frog, you can go through the day with the satisfaction of knowing that that is probably the worst thing that is going to happen to you all day long.

Your “frog” is your biggest, most important task, the one you are mostly likely to procrastinate on if you don’t do something about it. It is also the one task that you can have the greatest positive impact on your life and results for you and your organization.



**The first rule of frog eating is this:
If you have to eat two frogs, eat the ugliest one first.**

This is another way of saying that if you and those you lead have two important tasks before you, start with the biggest, hardest and most important task first. Discipline yourself to begin immediately and then to persist until the task is complete before you go on to something else.

Source: Leadership & Personal Development Center with Steve Ventura; Walk-TheTalk.com, 1100 Parker Sq., Cte 250, Flower Mound, TX 75028

SMEAD Organomics

Need some quick ways to solve common organizing challenges? SMEAD Organomics experts offer free tips and guidelines for keeping things in order and on track.

Organomics at Home

- Greener organizing ideas
- Consolidate your insurance records
- Keeping your medical records healthy
- Organizing investment information
- Emergency file—expect the unexpected

Organomics at Work

- How to be organized with lists
- How to organize for meetings
- Make the most of your desk space
- Organize paperwork for budgeting

For more on these topics and many others go to: <http://www.smead.com/>

October

October is the tenth month of the year in the Julian and Gregorian Calendars and one of seven months with a length of 31 days. The eighth month in the old Roman calendar, October retained its name (from the Latin “octo” meaning “eight”) after July and August, named after Julius and Augustus Caesar respectively, were inserted into the calendar that had originally been created by the Romans.

October’s birthstone is the opal. It is said that the opal will crack if it is worn by someone who was not born in October. Its birth flower is the calendula. The Zodiac sign for those born in this month is either Libra or Scorpio, depending on which day you were born. October is commonly associated with the season of autumn in the Northern hemisphere.



SMEAD

Source: http://en.wikipedia.org/wiki/September_9/19/11



Continued from page 4...

punctuation, interchangeable homophone spellings, an extremely limited vocabulary that's often misused (see www.english.com for an extensive collection of examples), little color, and less feeling. It's serviceable and essential.

Even as a kind of lowest common denominator, the English of international business marks a further step forward in a global cultural evolution that has been picking up pace along with cross-border flows of goods, money, and information over the last few decades. For nearly all global enterprises, wherever they are based — and even for tourists, wherever they go — English is the language of international contact. It may be a crude way to bring the business world together, but it's a start.

Con: Non, Nee, Nej, Nein!

By Karsten Jonsen, IMD

Non-native English speakers and companies should not be language-submissive. Linguistic diversity is worth fighting for.

English as a common business language makes for an easy choice. Much like most doctrines that celebrate homogeneity, the one-company-one-people-one-language-fits-all cultural mentality seems easy. The economy-minded reasoning of today suggests that this will happen increasingly in multinational companies. A common language facilitates socialization processes, communication, and team building. Social identity theory suggests that language barriers set boundaries with many unwanted consequences. Moreover, the alternatives to a single common language are costly and cumbersome. So this is a no-brainer, right? Not quite.

Before making sweeping conclusions about English as *lingua franca*, we need to consider some inevitable downsides.

1. The status of English as a defector lingua of business. This "choice" is

historically determined by the colonial, economic, and technological power of English-speaking countries in recent centuries. English as the dominant language in IT and the general Internet is reinforcing this just as English is spreading via film, television, and music. As a consequence, other languages are disappearing faster than ever, which makes language preservation important around the globe as a part of maintaining cultural diversity.

2. A common language gives people the illusion of communicating effectively and sharing the same context and interpretation, even when this may not be the case. The same words can mean different things in different local settings, and different pronunciations or strong accents can make communication more difficult than it seems. Depending on who's speaking to whom, it isn't necessarily a common language.
3. Standardization suppresses the national, regional, or ethnic identity supported by non-dominant languages. Napoleon did it. Franco did it. The EU may soon do it. Today, people who speak English as another tongue automatically ascend to a position of power, creating a language-based status hierarchy, with non-native English speakers feeling excluded and devalued. At some companies, ideas and content are disregarded or ridiculed when not phrased in Ivy League English.
4. Languages are cues that activate different and important culture-specific frames. This means that different thinking styles that relate to languages will not surface in one-fits-all culture, and organizations will lose out on broader-based ideas and perspectives.

The assumed gains in efficiency from relying on any common language at multinational companies come at a price. It may make us richer in the short term, but poorer in the long run. We need to ...

Continued on page 9...

Life Articles

10 Virtually Instant Ways to Improve Your Life

Many of our problems come from within our own minds. They aren't caused by events, bad luck, or other people. We cause them through our own poor mental habits. Here are 10 habits you should set aside right away to free your self from the many problems each one will be causing you.

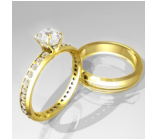
1. **Stop jumping to conclusions.** There are two common ways this habit increases people's difficulties. First they assume that they know what is going to happen, so they stop paying attention and act on their assumption instead. The second aspect of this habit is playing the mind-reader and assuming you know why people do what they do or what they're thinking. More relationships are destroyed by this particular kind of stupidity than by any other.
2. **Don't dramatize.** Lots of people inflate small setbacks into life-threatening catastrophes and react accordingly. Whatever the reason, it's silly as well as destructive.
3. **Don't invent rules.** A huge proportion of those "oughts" and "shoulds" that you carry around are most likely needless. All that they do for you is make you feel nervous or guilty. And when you try to impose them on others, you make yourself into a bully, a boring nag, or a self-righteous bigot.
4. **Avoid stereotyping or labeling people or situations.** The words you use can trip you up. Negative and critical language produces the same flavor of thinking. Forcing things into pre-set categories hides their real meaning and limits your

thinking to no purpose.

5. **Quit being a perfectionist.** Life isn't all or nothing, black or white. Many times, good enough means exactly what it says. Perfectionism is a mental sickness that will destroy all your pleasure and send you in search of what can never be attained.
6. **Don't over-generalize.** One or two setbacks are not a sign of permanent failure. Usually things are just what they are. Nothing more.
7. **Don't take things so personally.** Most people, even your friends and colleagues, aren't talking about you, thinking about you, or concerned with you at all for 99% of the time. The ups and downs of life, the warmth and coldness of others, aren't personal at all. Pretending that they are will only make you more miserable than is needed.
8. **Don't assume your emotions are trustworthy.** How you feel isn't always a good indicator of how things are. Just because you feel it, that doesn't make it true. Feelings may be true, but they aren't the truth.
9. **Don't let life get you down. Keep practicing being optimistic.** If you expect bad things in your life and work, you'll always find them.
10. **Don't hang on to the past. This is my most important suggestion of all: let go and move on.**

Source: Full article at <http://www.lifehack.org/articles/lifestyle/10-virtually-instant-ways-to-improve-your-life.html> 9/26/11

Adrian Savage is a writer who now lives in Tucson, AZ. Other articles at *Slow Leadership*.



Continued from page 8...

preserve and cherish language diversity and say "no" to always using a common language.

WHAT DO YOU THINK? Send comments to the editor to be published next month.

Opinions and conclusions expressed in the Debate Room do not necessarily reflect the view of Bloomberg Businessweek, Businessweek.com, or Bloomberg LP.

Source: http://www.businessweek.com/debateroom/archives/2011/05/english_means_business.html 6/28/11



IAAP Mission



Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

Flower City Chapter Leadership 2011-2012



OFFICERS

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Secretary: [Kyra Sheehan](#) 271-5256 (w)
Treasurer: [Donette Loehr, CPS](#) 275-5167 (w)

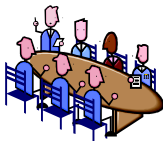
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Ann Gilbert (2011-2013) 292-3440 (w)
 Barbara Snaith (2011-2013) 273-1261 (W)
[Kiesha Everett, CPS](#) (2010-2012) 546-7220 X5501 (w)

EX-OFFICIO

Marilyn H. Nickerson, Immediate Past President 276-3205 (w)
 Cheryl Mart 682-4660 (h)

Committee Chairs 2011-2012



Arrangements – [Tarie Vinci](#)
Blossom Times Newsletter – [Marilyn H. Nickerson](#) & Lynn Stull
Bylaws & Standing Rules – [Cheryl Mart](#)
Certifications (CPS/CAP) – Nancy Shairer, CPS
Community Service – [Keisha Everett, CPS](#) & [Barbara Snaith](#)
Historical—Erika Sollie, CPS/CAP & Jeanette Wojtas, Co-Chairs
Membership – [Marilyn H. Nickerson](#) & Sue Case, CPS/CAP
Nominations – [Marilyn H. Nickerson](#)
Programs & Workshops – [Barbara Snaith](#)
Scholarship – [Sue Case, CPS/CAP](#) & [Keisha Everett, CPS](#)
Website – [Sue Case, CPS/CAP](#)

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Flower City Chapter Meeting Wednesday, November 2, 2011

Airport Marriott, 1890 W. Ridge Rd., (Just off 390N at W. Ridge Rd.)

The Benefits of Coaching and Mentoring

Learn basic coaching skills, how they differ from mentoring.
Discover the many resources available to you in this field.

Presenter: Edie Pereira Hulbert, Master Certified Coach (M.C.C.)

Assists entrepreneurs and executives to develop stronger success paths and dynamic interpersonal skills.



Recertification Point Awarded



AGENDA

5:15 – 5:45pm Networking
5:45 – 6:45pm Dinner
6:45 – 7:45pm Program
7:45 – 8:30pm Business Meeting

DINNER FARE

Salad—Artisan rolls & butter

Entrée - Slice Turkey Breast, served with potato and seasonal vegetables

Vegetarian – Wild Mushroom Ravioli, Portabello Cream Sauce and Spinach

Dessert – Pumpkin pie

For information, please call Tarie Vinci (585) 678-3225 (w)

P.O. Box 92512, Rochester, NY 14692-05412 - <http://www.iaap-flowercity.org>

REGISTRATION FORM

*Detach and return with check made payable to: **Flower City Chapter, IAAP***

****Dinner Costs: \$20.00 Members & Students (regularly \$25); \$22 AFTER 10/26/2011**

Guests: \$22.00 – Dinner & Program (regularly \$27) / \$5.00 – Program Only

Reservation Deadline: October 26, 2011**

Mail registration form along with payment to: Tarie Vinci, 72 Wyndham, Rd., Rochester, NY 14609

Name: _____ Phone: _____

Company: _____ Email: _____

Member: [] CPS ____ CAP ____

Guest: [] Dinner & Program ____ /Program Only ____

Meal Notes: [] Vegetarian Entrée [] Fruit Cup Dessert

*** *NO SHOWS WILL BE CHARGED unless cancelled by the reservation deadline.**

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*"To make mistakes is human;
to stumble is commonplace;
to be able to laugh at yourself
is maturity."*

William Arthur Ward

Goodman, J., (1995) *Laffirma-
tions: 1,001 Ways to Add Humor
to Your Life and Work*, Health
Communications Inc., Deerfield
Beach, FL, pg 46

Health Corner

Ease A Backache (Without Meds)

Massage was among the top-rated pain
relievers — as effective as powerful nar-
cotics. Surprised? Doctors aren't.



Hands-on therapy activates the body's
parasympathetic nervous system to relax
muscles and increase the levels of brain
chemicals, like dopamine and serotonin,
that help control pain.

Source: Consumer Reports, *onHealth*, p 9

Reset Your Bowl of Cherries to Healthier

Yes, a farm-fresh bowl of cherries is
healthy but, consider this: Scientists
have just learned that nutrients in-
crease in some fruits AFTER the fruit
has been refrigerated.

Cherries are just one example.



Source: Consumer Reports, *onHealth*, p 7