



# LISTEN UP!

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### A New Year!

Wow, I can't believe we are embarking on 2012. What will this year bring for us; how can we make the most of it?

If you are like the general population, New Year's is a time to take the lessons we've learned and start fresh. We make resolutions with the anticipation of changing the course of our lives for the better.

Making a New Year's resolution can be traced all the way back to 153 B.C. when the Roman Senate declared January 1 as the New Year. (Before that, ancient Babylonians celebrated March 23 as the New Year.) The Romans looked to the god Janus, often seen with two heads, one looking forward and one looking behind, which is symbolic of the ending of the old year and bringing in the new.

So, what resolutions are you going to make this coming year? Generally speaking, resolutions can be divided into categories:

1. Health – Lose weight, quit smoking or drinking, increase exercise
2. Personal – Spend more time with family, reduce stress, get organized
3. Financial – Create a budget, get out of debt, plan for retirement

4. Advancement – Learn something new, expand career opportunities (IAAP participation)
5. Others – Volunteerism in any form, giving of one's time or money

When creating your New Year's resolution, there are some suggestions on how to be successful:

1. Focus on one resolution – Trying to change everything at once will likely spread yourself too thin and you will end up giving up.
2. Plan ahead – Create a goal (SMART) and game plan on how you will achieve it.
3. Commit to 21 days – It's been said that habits are formed during this time.
4. Create a rewards and penalty system – It's important to have rewards for your progress to keep you motivated and also penalties when (and we all do) you begin to slip.
5. Remember WHY you made the resolution – Help keep your mind focused on what you are trying to accomplish by putting sticky notes on your calendar, your bedside dresser, and even your bathroom mirror.

*We will open the book. Its pages are blank. We are*

*going to put words on them ourselves. The book is called Opportunity and its first chapter is New Year's Day. ~Edith Lovejoy Pierce*

Let's open our book and look for ways in which we can improve our lives this year. No matter which category you choose to improve, consider one way in which you can personally improve your San Jose chapter experience in the coming year. Even small efforts can make a big difference over a year's time. To quote Oprah Winfrey, "Cheers to a New Year and another chance for us to get it right."



**Kathi Cohen, CAP-OM Chapter President, 2011-2012 with Int'l President, Tamra Goodall, CAP-OM**



### Upcoming Events

- |              |   |
|--------------|---|
| January 11   | SJ Chapter Meeting                                      |
| January 14   | Nor. Cal. Professional Development and Networking Forum |
| January 15   | Deadline for Nominations for Int'l Office and RTF       |
| February 4-5 | Women in Discovery Weekend                              |
| February 8   | SJ Chapter Meeting                                      |
| February 15  | Deadline for registration for CAP Testing in May        |

*If you missed it!*

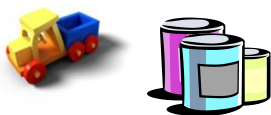
## December Chapter Meeting

By Amy Ramos

We had a jolly good time this month with our spirit of sharing and giving!



Corporal William Whitney stopped by to give a brief history of **Toys for Tots**. Their goal is to raise \$16 million in toys across the United States.



There were barrels on hand to accept food donations for the **Second Harvest Food Bank**, by the time I got there, they were already filling up.

After dinner, we went into our speed networking event with **Kristy Rogers of Connects**. I

had a blast! One minute goes by very fast!! I learned so many things about women who I thought I knew. I especially enjoyed asking, "What favors do you need?" Anyone know a good housecleaner or who can do my Christmas wrapping?

We ended our night with Bingo. Luckily, I was one of many winners (thank you Ronni for calling out the numbers).



It was a great to get away from the "hustle and bustle" and enjoy myself among good company.

Happy New Year!



## January Chapter Meeting CAP & CAP-OM Certification

It's a new year and with a new year technology comes new possibilities.

If you're looking for ways to help you get ahead in the workplace, **STOP HERE!** IAAP offers two professional ratings for office professionals. The Certified Administrative Professional (CAP) rating is the industry standard of proficiency (CAP-OM).

Getting certified will improve your professional qualifications, increase your skill sets, earn college credit and, according to the latest survey from OfficeTeam, may even earn up to a 7 percent increase in salary.

The Institute for Certification believes that a top-level administrative professional should have basic knowledge of office systems, technology, office administration and management and know how to apply the principles of good human relations and communications.

Employers also expect their admins to be thoroughly familiar with current techniques in office practice and procedures and be aware of developments in office systems and



We are starting our January meeting off with a bang! Our own **Amy Ramos** will be telling us about the benefits of going for your CAP or CAP-OM. She has been a member of the IAAP San Jose Chapter for three years and acquired her CAP certification in November 2011.

Amy is an Executive Assistant at the Housing Authority of the County of Santa Clara and has worked there for four and half years. She has worked in an administrative role for almost ten years, and she is looking forward to telling you more about the CAP certification and what it has meant to her.

Why wait? Do something for yourself and your career today. Come to the January 11, 2012 meeting and learn how to get certified!

## Change Makes a Difference – Next Door Solutions by Patti Edwards

Did you know that often a non-profit organization has better purchasing power than even an average group purchasing business like Costco?

This year we have decided to do something a little different with our donating muscles and are beginning a new program. Starting in January we are going to prove that even **CHANGE MAKES A DIFFERENCE**. Each meeting every table will have clear paint buckets for you to put your change. At the end of each meeting, this change will go to the "**charity of the month**."

Gone are the days where we may be

lugging around 12 pounds of coinage in our purses awaiting a moment to clean it out. Now we are asking you to donate your change, with hope of making an impact on a different level in our own community.

I will be keeping a running tally of our donations and the impact we are making with the organizations we support. I am ready to hit the ground running and hope you will join me in supporting the program and our community at large in the New Year.

January's charity is **Next Door**

**Solutions to Domestic Violence.** Next Door provides innovative prevention and intervention services to diverse ethnic and low-income families in Santa Clara County. Next Door sees the issue of domestic violence as an intergenerational cycle of transmission—some children of victims and batterers tend to exhibit high-risk behaviors that enable the transmission of self-destruction and violence to continue. By addressing the issue from this perspective, Next Door helps rebuild the lives affected by present traumas while preventing further violence for future generations.

### January Best Practices

Each and every day we are asked to find unknown facts and figures, pull things out of thin air or even make something impossible happen. In the age of information, we are probably using the internet for the majority of such tasks. January's Best Practice is Useful Websites and we hope that you will bring a list of your favorites to share on our growing list of Best Practices.

## Women in Discovery Weekend February 4-5 2012

### Register Now!

**Women in Discovery Weekend Workshop** is an educational and enlightening seminar for women by women that can improve your life significantly.

*"It changed my life... made me understand what forgiveness means and how whether or not you think you need to forgive someone, you're not doing it for them, you're doing it for YOU!" - Denise*

Are you ready to move forward personally or professionally? Do you want more balance in your life? Is change and uncertainty adding stress to your days? Then this weekend workshop is for you. In it, you'll discover:

- Where you've been, where you are now, and where you'd like to be;
- How to balance your life and relationships;
- Communication - Response vs. Reaction;
- MALE as a Second Language;

- How to stop vacillating between "Doormat" and "Demon;"
- Make new friends and enjoy the ones you have; Laugh and have fun.

Get away from the everyday things that seem to dictate who you are and what you do. Discover that what you do does not define who you are. Dust off your dreams and take a voyage of self-discovery to reconnect with your authentic self.

This weekend is a place for women to experience extraordinary connection with themselves and other women; be empowered to create warm and trusting relationships; and gain clarity, confidence, and commitment to take the next step.



#### About Patricia Munson

Patricia J. Munson, CEO and founder of Dimensions In Discovery, Inc., is an author and guest on many television and radio

programs. She developed and facilitates many Human Development and Empowerment Programs. With 30 years of experience, she has served tens of thousands of people in many different arenas, from individuals, families, and companies in the United States to teachers and psychologists in Moscow, Russia. Patricia authored "Winning Teachers, Teaching Winners," mandatory reading for the educational process in five states. She also penned "What Works, Works" and is a contributing author for many articles and books. Patricia Loves what she Lives and Lives what she Loves; her passion is to facilitate, lecture and write...assisting others to "show up" for their lives.

*Vicky - "This weekend is truly life changing. Before I attended this workshop, I was pretty sure I knew what I wanted and where I was headed. This workshop gave me the tools to stay on track, dream big, and reach my goals. I developed life-long friends at the workshop, too, and they still cheer me on today even a year after the workshop."*

The cost of \$239/person includes Saturday night accommodations (shared room). Friday night accommodations, private rooms, and workshop only rates are available - click on "Register Now!" link above to view.

## Certification – Make the Leap to Remarkable

by Vicky Lara

A highly valued executive assistant has strong communication, technical, organization skills, tact, initiative, and the ability to work independently. A successful executive assistant is proactive and committed to life-long learning. Obtaining education/certification demonstrates that you are serious about your profession and the development of your skills. Certification assures companies that you have learned the skills needed to acquire a professional work etiquette.

It is well worth your time and effort to become certified. According to PayScale.com, executive assistants with certification earn more than their counterparts. An investment of only

\$325 (\$28 a month for 12 months) has the potential for big payout. Imagine that for the approximate cost of four pairs of shoes this year, you'd could potentially increase your salary and purchase more than four pairs of new shoes down the road. Your increased earning potential could help you not just with shoes; it could help you with your retirement or a new car.

In all seriousness though, being certified is about more than just money. It's about self-confidence. It's about staying relevant. It's about developing trusted resources. It's about being prepared to succeed. It's about being positioned favorably when change occurs and

much more. Investing in you is the surest way to increase your value and success.

If you're currently working in the administration profession, it's likely you're already a worthy communicator and organizer. Honing your financial, human resources, organizational planning and team skills will take you to the next level. You'll become even more invaluable to your organization and executive. If you're working on completing your Member of Excellence criteria, you'll be able to check off criteria #1. Find out more about the CAP and OM exams at the January 11 chapter meeting or at <http://www.iaap-hq.org/certification> today!

## Professional Development and Networking Forum

from IAAP California Division December 2012 Newsletter

The upcoming January Professional Development and Networking Forum in Northern California will be held on January 14, 2012, at the San Mateo Marriott, which is the location for the Annual Education Forum and California Division Annual Meeting (AEF/CDM) in June 2012. We would like to see all Northern California members at this PDNF as part of stepping up

your participation for the June AEF/CDM.

Speaking of AEF/CDM, the Board and the CDM Coordinator are working hard to bring excellent speakers, quality topics and some special fun for the 60<sup>th</sup> anniversary of the California Division. It's also the 70<sup>th</sup> Anniversary of IAAP. If you know of any good speakers, send a note with their information

to any of the Division Board members. If we don't use them this year, we will add them to the listing on the Division website so other chapters can benefit from their presentations.

Here's a little teaser -- there will be a very special surprise for all June 2012 AEF/CDM attendees. Can't tell ya what it is, of course, but you'll be surprised and pleased -- we guarantee it!

## 2012 Spring Conference in Las Vegas

### Grab the Spotlight at the 2012 Spring Conference!

The early registration deadline for the 2012 Spring Conference is Jan. 31. Register today to catch the best deal for IAAP's annual professional education event. Administrative Professionals star at this year's **Spring Conference, March 4-7 in Las Vegas**. The association has gathered an expert crew that will teach you how to make your office thrive no matter what the circumstances.

The 2012 Spring Conference will feature movie maker Bonnie Curtis, who will talk about running projects and building teams. Author Allison Blankenship will help you defuse stress and manage personalities in your office. Organizational expert Wilny Audain will show you how to succeed in a multi-generational, global workplace, and management consultant Rebecca Pace will lay out ways to turn tough times into great opportunities. Tech star Gini Courter of Triad Consulting opens the conference with an optional one-day session. She will show you how to earn your own accolades with effective and sharp presentations.



You'll benefit from all this professional development while enjoying the hospitality of Harrah's Las Vegas. Located just a short ride from the airport in the heart of the famous Las Vegas Strip, Harrah's includes seven restaurants, a full-service beauty salon, a spa and plenty of entertainment. Staying in the official IAAP room block will earn you \$100 off the conference registration fee.

Visit the IAAP website to learn more about the **2012 Spring Conference** and take advantage of this early registration deal.

## Table Sponsors

Currently, there are a few spots still open for table sponsors this year. If you have any vendors or ideas for a table sponsor or even a meeting presentation, please (PLEASE) contact Patti Edwards and pass it along. She can be reached at [patriciaedwards79@gmail.com](mailto:patriciaedwards79@gmail.com) and would really appreciate it! ☺



## NEW MEMBERS

Cecille Magdriaga

Jamie Dickinson

Teresa Martinez

## MILESTONES

**3 year**

Amy Ramos

**9 years**

Heather Carrillo

Janine Kolokithas

**12 years**

Deborah Padilla

**32 years**

Bobbi Dolan

**SAN JOSE  
CHAPTER IAAP**  
P.O. Box 640773  
San Jose, CA 95164



We're on the Web!

*See us at:*

<http://community.iaap-hq.org/IAAPHQ/SanJose/Home/Default.aspx>

**San Jose Chapter  
Meetings  
Second Wednesday  
of each month**

**NETWORK  
MEETING CENTER**  
5201 Great America  
Parkway  
Santa Clara, CA  
95054



San Jose Chapter

## About IAAP

**The International Association of Administrative Professionals** is a not-for-profit professional association for office professionals with approximately 28,000 members and affiliates and nearly 600 chapters worldwide. Our mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership

development. The association was founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of

administrative support staff in business and government.

### Our Mission

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

## 2011-2012 BOD Contacts & Websites

The Board of Directors would love to hear from you! Here's our contact information:

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