



LISTEN UP!

President's Message

Serving the Community

Is it just me or are the months flying by so fast that it makes one's head spin?

December?
-2011 coming to an end-
Really?!?

The holidays begin to surround us everywhere we go; it's almost overwhelming. With that familiar Christmas track playing in every store, along with the lights, decorations, and the smell of fresh pine, it's hard to avoid it all. Excess is all around us. From gorging on meals to buying lavish gifts, most people use this time of year as an excuse to let go and splurge.

Personally, I use this time to reflect: Have I made a difference this year? Have I been in service to those who are less fortunate? Quoting Leo Rosten, "*The purpose of life is not to be happy – but to matter, to be productive, to be useful, to have it make some difference that you have lived at all.*" That's what I want as my legacy. How about you?

Especially in today's current economic outlook, there are so many people out there new to the struggle to make ends meet. I ask you to take a moment to rethink the season of giving.

There are many ways in which to manifest an attitude of service to others. Our IAAP Mission Statement embodies giving back to the community and within our chapter we have offered many such opportunities.

For as long as I've been a member, our December meeting revolves around the charities. This year we will once again support both the **Second Harvest Food Bank** and the U.S. Marine Corps **Toys 4 Tots** program. Please bring a bag of food donations for the hungry and unwrapped toys for the children. Even if you can't stay for the meeting, please consider supporting these causes. Your donations can bring a smile to those who find themselves without this season.

There are other ways to be in

service, too. Find one that speaks to your heart. As I mentioned here last month, there is real benefit in offering to give back to others for all that you have. Whether that's volunteering at a shelter or soup kitchen, giving to the Salvation Army, or donating winter coats and blankets ... find a way to get involved. The more you do for others, the better you will feel about all the blessings you have in your life.

May you and your family be blessed throughout the holiday season!



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



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San Jose Chapter



Upcoming Events

- December 14 SJ Chapter Meeting
- January 11 SJ Chapter Meeting
- 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!***November Chapter Meeting***By Amy Ramos*

Jessica Vann, Founder and Principal of **Maven Recruiting Group** and a trusted and innovative leader within the recruiting industry, was our presenter for the November Chapter meeting.

Jessica shared valuable current trends for interviewing and resume writing including topics like: What hiring managers are looking for; how to market yourself through your resume; branding, personal image and presentation; and how to handle the interview and land the job!

The audience included those who are happily employed but want to keep their resumes current, some who may be testing the water, those who are out of a job after working for many years and those who have been out of a job for some time.

There were many guests in addition to our chapter members because it was such a hot topic, and it was great to see new faces at our Chapter meeting. There were so many questions from our members and guests that our speaker ran out of time and was unable to finish her presentation! I see that as great praise for keeping us all very interested!

Having been out of the loop with resume and interviewing skills and with the economy the way it is, I believe this topic came at perfect time. I hope that Jessica comes back in the near future to finish what she started!

**December Chapter Meeting***Don't miss it!*

We're excited to invite you to December's chapter meeting. This month there will be no formal presentation but an evening full of holiday cheer, fun, laughter and friends!



Join us on December 14 for Bingo, Networking, & Holiday Giving. December is a month of sharing and giving. With that in mind, we will have barrels for donation for both toys and non-perishable foods for Toys For Tots and Second Harvest Food Bank.



Toys For Tots - Bring your donation of new, unwrapped toys, books, board games, video games, and balls.

Second Harvest Food Bank - Bring canned stew, chili, soup, tuna, fruit, and vegetables; peanut butter; low-sugar cereals; and single-serving 100% fruit juices (no glass containers or bulk quantities please).

**San Jose – Largest City in CA to Ban Plastic Carryout Bags**

San José customers will soon be shopping greener than ever. All grocery and retail stores in San José can no longer provide single-use, carryout plastic bags at checkout **beginning January 1, 2012**. Consumers will have the option to bring or purchase their

own reusable bags or purchase recycled content paper bags at checkout.

A high-quality reusable bag has the potential to replace over 600 single-use plastic bags over its lifetime. Plastic bags are one of the most common litter items found in creek cleanups. Paper bags are just as problematic taking 14 million trees each year in the United States to produce a year's supply for retail use.

Shopping with reusable bags is a great way to take part in reducing litter and conserving natural

resources. Consider the following to help you avoid the bag charge:

- Start shopping with a reusable bag now.
- Keep reusable bags by the door, in your car, or near car keys.
- Keep foldable bags in pockets, backpacks, or your purse.
- Give your friends and family a reusable bag, and encourage them to start shopping with them today.

For additional resources and updates, visit www.sjrecycles.org/bags. If you have questions, please e-mail Bring-ur-Bag@sanjoseca.gov or call (408) 534-BYOB (2962).

Building Relationships with Networking

Contributed by Vicky Lara

re-la-tion-ship *noun* \ ri-ley-shuh'n-ship \

A significant connection or similarity between two or more things

net-work *noun* \ net-work \

An interconnected group

net-work-ing *verb* \ net-work-ing \

The building or maintaining of informal relationships, in a mutually beneficial way



Administrative professionals who can network effectively are an asset to companies. It is well documented that employees with strong networks will increase their employer's brand profile and cost-effectively generate new business. Given the amount of time spent at work each day, the ability to relate with others, inspire others to participate, and mitigate conflict is essential as well. Building relationships

and networking go hand in hand. Networking not only keeps you connected, it can educate, inspire, and inform. If you're looking for a job, don't overlook this important soft skill. Over 60% of all jobs are found by networking.

There are two keys to vital skill: 1) helping others, and 2) sharing what you know. Administrative professionals are pros at helping others, but we often find it tougher to talk about our talents. Making sure the boss succeeds is our number one focus. Working behind the scenes efficiently and quietly is our comfort zone. Putting yourself out front can be intimidating and leave you feeling vulnerable. The good news is, networking can be learned and mastered. Here are three simple things you can do today to improve your relationship-building and networking skills:

1. Create a short introduction of yourself by including the following details. Practice it in front of the mirror, friends, and family until it becomes comfortable and feels natural. It's not meant to be memorized; it's the key points you want to commit to memory.

- Your name
- Where you work or the type of job you're seeking
- A professional strength or "next step" goal, such as, "I work in HR and have extensive experience in negotiations," or "I would like to become IAAP certified."
- A stand-out, fun, little-known detail that will help others remember and place you. (Speak eight languages? Balloon twist? Paint watercolors?)

2. Always carry your business cards with you.



3. Set easy achievable goals, i.e. "I'm going to meet two new people tonight," or "I'm going to follow up with one person I talked with tonight by email this week."

Want to find out your networking skill level? Email me at Vicky.Lara@sbcglobal.net to receive

Nominations for International Office and Retirement Trust Foundation Trustee

One of the primary missions of IAAP is Leadership Building.

With that in mind, IAAP has sent out requests for International Office and Retirement Trust Foundation Trustee Nominations, and each chapter can nominate one member for each position.

We, as the largest chapter in California, should make our voices heard beyond our chapter and start creating the future; the future of IAAP and the future of the

Administrative profession.

If you are interested, please contact a Board member and discuss the possibilities of joining the IAAP leadership team bringing us all into the next busy year!

You can find the nomination documents, for both the International Office and the Retirement Trust Foundation Trustee, at Call for Nominations, on the IAAP web community document library.

Nomination forms are to be completed and sent via e-mail to the Chairman of the Committee on Nominations, the Executive Director and the respective Chapter President for acknowledgement of nomination.

The application must be received by e-mail no later than 5:00 p.m. CST January 15, 2012. All nomination submissions will be reviewed by the committee after this deadline.

Ronni's Right Gotcha!



Unless you are living under a rock or took a fabulous ski vacation to the French Alps, you know that the banks have been looking for even more ways to grab our money. They are taking their cue (not like they need help) from the airline industry.

Our chapter is well protected as a non-profit organization. I'm talking about your personal financial house and it is time for you to be sure it is in order.

Take a look at a few "Gotcha's"; if any

apply to you, consider the workaround ideas:

Gotcha #1: Is FREE CHECKING a thing of the past?

Most banks are still offering free checking if you sign up for additional services such as direct deposit, link all your accounts to increase the amount of \$\$ you have in a single institution, and watch the minimum balances required to ward off the penalties charged should you slip below.

Gotcha #2: Out-of-sight bounced check fees killing you?

On an average, a single ISF fee is \$31. Suggestions include watching your balances more carefully and using account alerts to your email and/or phone and consider transferring to a non-profit credit union.

Gotcha #3: Need cash and the only cash machine around is out of your network?

The average charge for using that cash machine is \$3.81! Consider an online banking account since many of them reimburse ATM fees.

Doing my research, I continued to hear the "join a credit union" chant. Almost anyone qualifies to belong to a credit union these days. If you have never looked into that option, now is the time to consider it seriously.

Cite: www.lowcards.com November 23, 2011

<http://abcnews.go.com/Business/money> October 3, 2011

www.foxnews.com/.../new-bank-fees-drive-customers-to-credit-unions October 31, 2011



If you have an issue you would like me to address in an upcoming newsletter, please feel free to contact me at ronni.handley@gmail.com, 408-568-3380 or see me at an upcoming event.

Exciting Ongoing Offer:

Becoming a member of IAAP San Jose Chapter has many rewards, and thanks to **Computer Magic**, there is now a Bonus Reward!

Computer Magic is offering a FREE class (\$239 value) to any NEW member (sorry-no renewals) joining the San Jose Chapter. As most active members realize, this should be serious cause to join today!

NEW MEMBERS

Amy Yamashita



MILESTONES

1 year

Brianne Miller

2 years

Donna Cortez

Vicky Lara

10 years

Beverly Weager, CAP

22 years

Pat DeRitis-Light, CAP

Member of Excellence – Making the Leap to Remarkable

Are you working to become a Member of Excellence? If so, completing criteria #6 is easy. Just pay your membership dues on or before your anniversary date. This criterion is mandatory. If

you're a new member joining after June 30, 2011, this mandatory requirement is waived. Renewing online is simple, just [click here](#) to log

in and renew; or visit IAAP's website at www.iaap-hq.org. Need more information about the Member of Excellence program? Contact any Board member today.

**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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