



LISTEN UP!

President's Message

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Springtime

This is one of my favorite seasons; there's just so much to make us thankful. It seems everywhere I look I can see spring coming to life. Allergies aside, just watching the leaves return to the trees and the flowers start to bloom brings about a sense of renewal and hope.

April has a special meaning to all of us as we celebrate **Administrative Professionals Week**. For those new to the career, here's a short history lesson: Wikipedia reports that National Secretaries Week was created in 1952 through the efforts of Harry F. Klemfuss, a New York publicist. Klemfuss wanted to encourage more people to consider careers in the secretarial/administrative support field. The official period of celebration was first proclaimed by U.S. Secretary of Commerce, Charles Sawyer, and designated as "National Secretaries Week". And here is the really cool part: The first Secretaries' Day was sponsored by the **National Secretaries Association, known to us today as IAAP**. How cool is that?!? We belong to an organization that, before it was hip, recognized the incredible contributions each of us make every day to support our companies' visions and strategies.

I love the fact that our profession comes with a day, week, and for that matter, an entire month of recognition. **Making the Leap to Remarkable** is

what we all do each and every day. You should be proud of your accomplishments in the office and in how others now view this career path. I encourage you to celebrate this milestone month in a way that recognizes all your efforts.

Your San Jose Chapter has a variety of events just for this occasion. Starting with our own chapter meeting on **April 11**, we will be learning from **Debbie Gross**, Chief Executive Assistant to John Chambers, President and CEO of Cisco Systems, as she presents Administrative EFX. I promise that if you've never heard Debbie speak before, you will not be disappointed as she's energetic and inspirational! Then on **April 14**, get ready to have some plain old fun as we all gather for our Annual **Bunco** event hosted once again at **Club Auto Sport**. You don't have to know how to play; it's easy to learn and full of lots of laughs. Also, at **Club Auto Sport** and in honor of Administrative Professional Week on **April 25**, join the Laugh & Learn with **Jim Pelley**. Finally, you don't want to miss our **APW Celebration** at the Crowne Plaza Hotel, in Milpitas, on **April 27**. The Crossroads and San Jose Chapters will be co-hosting and **David Peck** will be teaching us all about Social Networking.

Thinking forward to our 2012-2013 term, there are so many ways in which you can spring into renewing

your commitment to the San Jose Chapter. If you aren't quite ready to **Make the Leap** to a Board of Directors' position, consider joining one of the many committees that are now forming. Some of these projects last only one meeting while others continue throughout the entire term. There are committees that can be performed alone from the comfort of your own home and those that will be part of a team where you will gain lasting friendships. The success of our chapter is dependent upon volunteers just like you.

May all these opportunities allow you to recharge and renew this month. You definitely deserve it!



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



San Jose Chapter



Upcoming Events

- April 11 SJ Chapter Meeting
- April 14 Bunco at Club Auto Sport
- April 25 Laugh and Learn - APW Event at Club Auto Sport
- April 27 Crossroads and SJ Chapter APW Event
- May 5 Excel 2010 Class with Computer Magic Training
- May 9 SJ Chapter Meeting

March Chapter Meeting Recap

Computer Magic has once again presented fantastic Tips and Tricks for Excel 2010!

In one short hour we learned how to make Excel spreadsheets more visually interesting, streamlined and powerful and how to add punch and readability to how data is presented.

We learned how to use our Quick Access Toolbar (tip: move it to the bottom of the ribbon for more room!), autofills and Pivot Tables. She even went step-by-step for some items that may have been easy for an Excel veteran but possibly not for someone who has never used Excel.

In just one hour, we learned how to save time and money and hopefully many were able to apply the tips and tricks the

next morning at work.



Maria Pribyl was enthusiastic, professional, and passionate about her training. She made the hour fly by! Everyone really enjoyed Maria's energy and we look forward to having her come back for future Excel courses!

Anyone who may have missed the March meeting, the San Jose chapter of IAAP and Computer Magic Training are offering a special class on Saturday, May 5. This class will go into more detail about Pivot Tables, Autofills and much more.

Change Makes a Difference

To prove that even CHANGE MAKES A DIFFERENCE, each table at our chapter meetings have clear paint buckets for your change which will go to the 'charity of the month' at the end of each meeting.

Our April charity is close to home – the **IAAP Retirement Trust Foundation**. The foundation, created in 2000 as an independent, non-profit organization, is administered by a six-member International Board of Trustees, four of whom are elected at large from membership of the IAAP and serve with the IAAP International President and Treasurer.

The IAAP Retirement Trust Foundation is a 501(c)(3) tax-exempt charitable organization. Contributions made to the Foundation are deductible as provided in Section 170 of the IRS code. Bequests, legacies, devices,

transfers or gifts to or for the RTF's use are deductible for Federal estate and gift tax purposes.

The RTF was formed and operates exclusively for charitable purposes; i.e. to provide assistance for housing to administrative professionals, age 55 and older, who are in need, maintaining Vista Grande and the RTF website. The demand for comfortable, affordable housing for retired administrative professionals is growing, and the RTF seeks to help fill that need. The benefits of the RTF begin from the time you become a member of IAAP.

So donate your change and make an impact on a different level in our community.

April Chapter Meeting The Administrative EFX!

In today's business world, administrative professionals are managing an entirely new set of demands from the business world and higher expectations from management. The "EFFECT" we have as administrative professionals on all aspects of business and life is undeniably powerful. **Debbie Gross**, Chief Executive Assistant for John Chambers, Chairman & CEO of **Cisco Systems**, will share with you her views on how you, as an administrative professional can truly capture the "EFFECT" that can increase confidence, give greater visibility with peers and management that can open doors to career opportunities.

She will share with you the key elements that will differentiate you from others in terms of your:

Individual EFFECT on the organization: What are those key "new" skill sets essential to the role of the administrator's day-to-day operations. (i.e., communication, time management, planning, etc.)

Business EFFECT to the organization: How to increase your overall value to your principal and the organization.

Team EFFECT: Understanding the power and benefits of being on the team.

Debbie Gross, CEA, has over 30

years of experience in the administrative field. She joined Cisco Systems in March, 1991 as the executive assistant to John Chambers, then Senior Vice President of Worldwide Operations and moved up with him when he became President & CEO in 1995. She has been instrumental in promoting Cisco programs that support administrators, and is a strong proponent of best practice sharing and career development through mentoring programs and training opportunities including being a member of the UCSC Extended Campus Advisory Board for Curriculum Development. She is also currently teaching within the Administrative Professionals programs there.



She is a founding member of the SVCA (Silicon Valley Catalyst Association), whose membership is comprised of Executive Assistants to CEOs in Silicon Valley and she is also certified as an instructor for Star Achievement, at Level 1 and Level 2.

April Best Practices Copy and Printing

Vendors - Do you have a printer or copy service you love? We are looking for your recommended vendors – they can do anything from print copies, direct mail, business cards, stationary or menus. Who do you like to work with? We want to know your top choices for copy and printing vendors. Bring any suggestions you may have to the table and we will include them in our "Best Practices" database available to all San Jose Chapter members!

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 and would really appreciate it! ☺

Leap + Link + Lead = **REMARKABLE**

By Linda R. McCabe CAP-OM

This year's Administrative Professional Week theme is "**Making the Leap to Remarkable.**" The Administrative Professional Week® (APW) theme is "**Leaping plus Linking plus Leading equals a Remarkable Administrative Professional.**"

In an effort to give you professional growth, the APW Event 2012 Committee has chosen speaker Dave Peck, who will speak to us about social media and how, as a professional, we will use it as a tool in our career. Most all of us are working in an atmosphere of job layoffs; and many of us have turned to social media, i.e., Facebook, LinkedIn, Twitter to assist us in both office and personal issues. There are definite Do's and Don'ts to Social Media and Mr. Peck is going to assist us in this issue.

Dave Peck is a partner at Bullfrog Media. He has been active in news media & online communities since 2004. One of the early adopters of virtual words, he quickly built online buzz and became a featured user by such sites as: Twitter and MySpace. He has helped build online communities for such companies as

Sergio Rossi, Stella McCartney, Coca Cola and Wells Fargo. Dave has worked as a Social Media Strategist on projects for the Grammys, The Ozzy Osbourne Auction, Lou Diamond Phillips, Antonio Sabato Jr and NPR. He has been profiled on CNBC, NBC and Current for his social media work as well as online community building. Dave is a founding member of the Association for Downloadable Media, Founding Member of the Social Media Club Editorial Board and A Featured Blogger by Sony. In addition, he is the author of: [Think Before you Engage: 100 Questions to ask before you start a Social Media Campaign.](#)



Please place on your calendar, **April 27 at 7:30 a.m. at Crowne Plaza Hotel** in Milpitas. We will have a sumptuous breakfast buffet, a vendor fair full of wonderful supportive vendors and terrific door prizes, not to mention the presentation by Mr. Peck!

This training has been approved for two (2) recertification points for CAPs, CAP-OMs, and CAP-TAs. The cost is \$65.00. You can pay via PayPal. Use this link to register online <http://events.constantcontact.com/register/event?llr=gcabhngab&oeidk=a07e5ipwj24237b21fd>

If you have any questions about the event you may contact any of the committee members: Linda McCabe CAP-OM (San Jose Chapter): peлин@earthlink.net; Lorri Field (Crossroads) lorri_field@comerica.com; Yolie Garcia (Member at Large) ygarcia@us.ibm.com; Catarina Dan cdan@leboulanger.com; and Vicky Lara vicky.lara@berryyessa.k12.ca.us.

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

April Levenson
Carrie Trujillo
Cindy Stokes
Jayne Milana



MILESTONES

1 year

Jennifer Byrnes
Lori Torres Magdalena
Layton
Maureen Grant

2 years

Socorro Anaya

3 years

Marci Theisse
Ronni Handley, CAP-OM

5 years

Donna Herron

8 years

Sarah Yap

9 years

Catalina Rincon

Marilyn Garwick

13 years

Nancy Holloway

18 years

Paula Yarmo

'Do You Think Anyone Noticed?'

Surviving Embarrassing Moments in the Workplace

Supplied by *OfficeTeam*

The meeting couldn't have gone any better. That was perhaps the best idea you've ever pitched. In fact, your colleagues seemed especially intrigued. But how could they not be when you were so witty and dynamic? Even your boss was smiling, which is so unlike him. Standing in front of everyone was a good strategy; it helped grab their attention. You walk back to your desk heady with confidence, sit down, and realize that your fly was unzipped the entire time!



Everyone has experienced the occasional embarrassing moment, but somehow when it happens at work, it seems worse, probably because this is a place where you're trying to prove yourself. Having food stuck in your front teeth while speaking to a colleague or manager might seem like a good reason to assume a new identity and relocate, but in reality, it's just a minor blip on the radar screen. The last time you heard a coworker's stomach

gurgle (or worse) during a lull in a meeting, was there any lasting consequence? Most likely not. At most, it provided some momentary levity and was soon forgotten.

Awkward situations are uncomfortable, but it's the self-deprecating moments that can really connect us to our fellow workers. They just make us seem more human. The next time you find yourself toppled by an office mishap, try these tips to help regain your footing:

- **Be cool.** It's easy to get flustered when you feel embarrassed. Try to let your inner voice do the freaking out while you maintain a calm exterior.
- **Beat them to the punch.** Don't wait for someone else to call attention to the situation; instead be the first to acknowledge the elephant in the room. Use humor to deflect any awkwardness and tension that may arise.
- **Apologize.** If someone else suffered embarrassment because of your mishap, own up to it immediately and learn from the experience so it doesn't happen again.
- **Don't beat a dead horse.** It happened, it's over, move on. The best way to recover from an awkward incident is not to dwell on it. The faster you recover, the quicker it'll be forgotten.

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

Administrative Excellence Award from IAAP-hq.org

Office Team and the International Association of Administrative Professionals (IAAP) want to recognize Administrative Excellence with a call for 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 winner will be announced during EFAM in Grapevine, Texas this coming July. The winner will also 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! If you would like to nominate someone, please go to: <http://www.iaap-hq.org/press-release/call-nominations-2012-officeteam-administrative-excellence-award>



Box Tops Challenge

The IAAP/Avery "Box Tops Challenge" gives the San Jose IAAP Chapter a chance to give back to the community by supporting local schools through the Avery "Box Tops for Education."

PLEASE register online with your grocery Reward Card Number (not your phone number) for **Sutter Elementary School, Pomeroy Ave., Santa Clara.**

Remember to use your Reward Card when making purchases to earn **DOUBLE** Box Top points. The schools send in their box

tops twice a year to BTFE, at the end of February and again at the end of October. Let's make sure we help them out by registering online to **DOUBLE** and by sending in actual box tops to **San Jose Chapter IAAP, Attn: Colleen Lane-Rafferty, Box Tops for Education Chair, PO Box 640773, San Jose, CA 95164.**

Questions? Contact Colleen Lane-Rafferty at colleen.lane-rafferty@abbott.com

Box Tops For Education is a registered trademark of General Mills used with permission.



This is an event you don't want to miss! Even if you've never played before ... it's easy to learn. It's a social dice game involving 100% luck and no skill!

So join the San Jose Chapter for the 5th Annual Bunco Fundraiser on Saturday, April 14 from 12:00 p.m. to 4:00 p.m. at Club Auto Sport, 521 Charcot Ave., San Jose. Lunch will be provided by PSRT's Garnish 44 Gourmet Lunch Truck.

The cost is \$30 and includes ten raffle tickets, lunch, and the

Intermediate Excel Class

Save the Date – May 5

The March meeting was just a preview to the next Computer Magic Training! If you missed it, or want more, our next training will be held on **May 5, 2012 from 9-1 pm**, at **Computer Magic Training** located at 4030 Moorpark Avenue, Suite 108, San Jose, California 95117. It will be an intermediate/advance Excel workshop and will be instructed by Maria Pribyl, who was our speaker at the March meeting. You can sign up on our website and look for more details in the Monday folder.



Maria Pribyl is a senior-level computer software trainer and consultant for Computer Magic Training with over 12 years of software training experience. Her training expertise extends to advanced levels of Excel, Word, PowerPoint, Outlook, Internet, Web Design, HTML, FrontPage, and other applications. Her business background gives a seasoned "real-world" application-oriented perspective to Maria's training style. With Westinghouse Electric and Northrop Grumman, Maria specialized in Operations Finance, Cost Accounting and Fixed Asset SAP Implementation. Working for Santa Clara University (SCU), she was a Communications Coordinator and Project Manager. Maria has a B.S. Degree in Commerce from SCU. You will see why Maria is one of Computer Magic's most popular instructors – she is enthusiastic, professional, and passionate about training.

Bunco games. There will be some fabulous prizes as well as a silent auction.

You can register by mailing in the form that can be found on the Chapter website: www.iaap-sjc.org or you can avoid mailing and register online. Registration must be received by April 9, 2012 – there will be NO registration at the door and no refunds after April 9. Seating is limited so register today! Open to everyone 18 and older.

If you have any questions, contact Kristie Baptiste at 408-250-1330 or kbaptiste@rim.com.



Annual Education Forum & California Division Meeting

The Annual Education Forum and 60th California Division Meeting will be June 8-10, 2012 at the San Mateo Marriott. Our registration brochure has been emailed to all chapter presidents and you should have received a copy by now. You can also go to the Division website at www.iaap-ca.org and read about all the exciting speakers and events we have planned for the three days.

Online registration is open! To pay with a credit card, you must register online. For those who wish to pay by check, you can download the registration brochure, fill out the registration form and mail to the Division Treasurer by the deadlines shown.

Make your hotel reservations by May 31 to get the great rate of \$99 per night (single or double occupancy + room tax; daily parking is complimentary with room reservation). You can call their registration number Toll-Free 1-888-236-2427, or their direct line at 1-650-653-6000. Online reservations can be made at www.sanmateomarriott.com. Group rate code is "IAAP CA Division."

Stimulus plan members – please do not register online at this time. Online registration is only for those not participating in the monthly prepayment plan. Watch your email for a special notice from the Division.

From IAAP California Division March 2012 Newsletter



We would also like to welcome **Computer Magic Training** as an official sponsor for the IAAP San Jose Chapter!

Computer Magic Training offers PC and MAC classes for individual and corporate clients. They can be reached by phone at **408-261-2600** or on the web at www.ComputerMagicTrainig.com

We have long been connected with Computer Magic Training and our members have nothing but good things to say:

"I walk into Computer Magic feeling fairly comfortable with whatever class I am taking that day. I attend to find out things I have missed during my use of the program and I walk out dazzled by just how much I learn in each class. The value for the time spent in class with their instructors has been unsurpassed. Thank you, Computer Magic."

- Ronni H.

Ronni's Right

Interesting Professional and Social Bytes

(Things I don't remember if I ever knew!)

Effective Communication:

- Convey your thoughts and feelings carefully; avoid letting emotions cloud your message.
- Try to remember that not all people you communicate with have a common base of knowledge and reference. Our workplace environments are filled with people from other cultures and different social backgrounds. Avoid idiomatic expressions and analogies that others may not understand or find confusing, making them feel foolish or "out of the loop".
- Language and behavior are equally as important in etiquette and professionalism.
- We all need to be alert to what is appropriate and when.
- If you do not understand what is said, ask for clarification. Assumptions are dangerous.
- This I know and often forget: Use "I statements" instead of "you statements" to avoid sounding accusatory and overly assertive.

Ethics and their Dilemmas:

- Operate at all times within your company's policies and your own standards of ethical behavior. Doing so will result in your greater confidence and a successful and respected professional.

- There are bound to be times when you feel caught between your personal code and that of your executive or your job. Measure your response carefully; and at all times do not compromise your own principles. Going to an outside entity for advice and perspective is often the most responsible step to take to protect yourself and your company.

Giftng:

- Wrap all business gifts to deemphasize the value of the gift and place the sentiment at the forefront of giving. Attach your business card to the gift and be sure to add a few handwritten comments.
- It's a good idea to check with the recipient's company to ensure that the receiving of gifts is acceptable. Avoid giving anything to a government employee as there are very strict guidelines. If you are the recipient and have to decline the gift, remember to still send a thank you note.
- Personalized gifts are the most thoughtful and appreciated.
- In an expression of sincere appreciation, be sure the gift is sent in a timely manner.

Professional Entertaining:

- Entertaining reciprocity should be at the same level of generosity to which you were treated.
- Do not let too much time go by before extending reciprocity; people tend to believe that if the invitation is not promptly offered that your true interest in a relationship is weak or non-existent.
- If your dining partner is late 15 minutes, it is acceptable for you to call them. If you cannot confirm that they are on their way, wait another 15 minutes and then leave a message with the front desk or at the person's office before leaving.

Nolan, Chris. "Mastering Business Etiquette & Protocol." *Business Management Daily Special Report* (1989, 1993, 1999): Pages 14-37. Document.



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



Lone Star Limousine, a transportation service with a fleet of Town Cars, limos, SUVs and vans, proudly serves the San Francisco Bay Area and Silicon Valley and is celebrating their 10 year anniversary and the first time as a Chapter Sponsor!

They can be contacted by **phone at 888-565-4661** or on the web at www.LnStarLimo.com

We are very proud to be connected to **Lone Star Limousine** and our members have nothing but good things to say:

"Lone Star Limousine makes my trips to SFO pleasant and stress-free. From reservation to destination, their above-and-beyond customer service makes Lone Star my only choice for all my transportation needs. Their limo drivers are prompt, professional, and courteous. I also highly recommend Lone Star's Viva La Diva events whether it's a night out for you and your friends. I felt like a rock star and had incredible fun!" – Vicky L.

**SAN JOSE
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International Association of
Administrative Professionals®
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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