



LISTEN UP!

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As we enter into February, with the winter finally upon us, my thoughts drift toward the coming months with all the opportunities. I hope you are as excited as I am for what is just ahead.

I had such a great time at the Northern California Professional Development & Networking Forum held on January 14! We met at the San Mateo Marriott, the site venue for our upcoming California Division Annual Educational Forum (CAEF) to be held on **June 8-10, 2012**. I've been talking about this annual event at each of our meetings:

Mark your schedule now! This is going to be an event you certainly don't want to miss!!

We were given a tour of the facility including the meeting spaces, the ballroom for the awards banquet and even the sleeping rooms. I give this location a big "thumbs up" and the committee that is organizing all the details is hard at work to make your experience one of the best ever. We heard an overview of the weekends' activities including the Division meeting and elections, a fantastic speaker (Clara Chorley), awards & recognitions, and even a fun leadership activity for charity. Lorri Field (Crossroads Chapter) is the committee chair for this year's annual meeting and she is

looking for volunteers. There's a lot to be done behind the scenes to create this event. Even if you only have a little bit of time to help, she's interested in hearing from you. Her email address is: cdm@iaap-ca.org.

Later in this newsletter be sure to read Vicky's article on Alverta Harty's presentation about Succession Planning. We are currently forming the Nominations Committee for next year's (2012-2013) BOD positions. If you have been sitting on the sidelines wanting to step into a leadership role within our chapter, now is the time! Don't be afraid; there's support from past BOD members as well as the team itself to help make sure you are successful. As Alverta indicates, the benefits are tangible as you learn to grow and develop. I encourage you to reach out to any BOD member and ask questions and let us know of your interest. If stepping into a BOD position seems too daunting right now, consider working on one of the many committees we have throughout the year. Together we can Step Up, Think Big, and Lead the Way to being REMARKABLE!

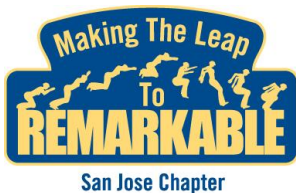
I was especially delighted to see how Vicky Lara makes the Member of Excellence (MOE) criteria to write a

paragraph look so effortless (Okay, she wrote much more!). As you'll see, she wrote about a presentation she attended and related it back to her job. It's an easy way to mark off one of the 8 criteria for the Pathways to Excellence program. If you haven't started yet, it's not too late! With just a bit of effort you too can submit and obtain this rating.

As I said at the beginning, now is a wonderful time to get excited about all the opportunities available to you in the coming months. I can't wait to hear which ones you are planning to participate in!



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



Upcoming Events

- February 8 SJ Chapter Meeting
- February 15 Deadline for registration for CAP Testing in May
- March 4-7 Spring Conference in Las Vegas
- March 14 SJ Chapter Meeting
- March 15 Professional Development and Networking Forum

If you missed it! January Chapter Meeting

We started our January meeting off with a bang! Our own **Amy Ramos** shared with us 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 provided such great information and the question and answer segment was very lively. There were so many people attending that had

already received certification but were there to learn about what to expect from the new exams for recertification. Everyone wanted to share tips and tricks that helped them prepare for testing.

It's not too late and getting certified will improve your professional qualifications, increase your skill sets, and you may even earn up to a 7 percent increase in salary.

You still have until February 15 to apply for the May testing. IAAP offers two professional ratings for office professionals: The Certified Administrative Professional (CAP) rating is the industry standard of proficiency (CAP-OM).

Change Makes a Difference

by Patti Edwards

Did you know, many times, a non-profit organization has better purchasing power than even an average group purchasing business, like Costco for example?

This year we have decided to do something a little different with our donating muscles and began a new program this January. In January, we started to prove that even CHANGE MAKES A DIFFERENCE. Going forward, each table will have clear paint buckets for you to put change in,

which will go to the 'charity of the month' at the end of each meeting.

Gone are the days where we may be lugging around 12 pounds of coinage in our purses awaiting that weekend where we have nothing better to do than clean out the change. Now we, your Board, are asking you to donate your change in lieu of buying that toy or bringing in cans of food, with hopes of making an impact on a different level, in our community.

February Best Practices Is your passport current? How about your executive? Does it need to be... in a hurry? **February's Best Practice: Passport Expedition Services.** Have you had your executive suddenly need to travel overseas at the last minute, and you realize the passport needed to get back just may be expired? Or worse, the destination country needs a travel visa ... so you will need to make it happen in 48 hours?!?! Bring any passport suggestions you may have to the table and we will include it in our "Best Practices" database available to all San Jose Chapter members!

February Chapter Meeting Red Cross Emergency Preparedness

Join us on February 8 for the IAAP San Jose Chapter meeting and Red Cross Disaster Preparedness for the Workplace presentation.

Don't miss out on your opportunity to learn how to take action in an emergency. While you can't predict when an emergency or earthquake will occur, you can be prepared.

This presentation will inform you about the vital knowledge and skills you'll need to respond to life-threatening emergencies.

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home or office. What would you do if basic services--water, gas, electricity or telephones--were cut off? Local

officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away. Knowing what to do to protect yourself at work or in your household is essential.



Speaker Gordon Sakai has been a volunteer with the American Red Cross, Silicon Valley Chapter for more than 4 years. He is the volunteer lead for the Community Disaster Education (CDE) program, scheduling volunteers for presentations like this one and Health and Community Fairs. He is a Disaster Action Team (DAT) member; these are folks who respond to help families after a fire, and an Emergency Response Vehicle (ERV) driver.

Did you know? You can register for San Jose Chapter meetings and events and send your fee without using your credit card? It's simple. PayPal offers an option to send payments directly from your bank account. For details, [click here...](#) In case you need the link, it's https://www.paypal.com/my/cgi-bin/webscr?cmd=xpt/Marketing_CommandDriven/securitycenter/buy/Privacy-outside

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! ☺

“What I learned at the January 14th Northern California Professional Development & Networking Forum” by Vicky Lara

AlVerta Harvey, CAP-OM, gave an interactive presentation on succession planning. Succession planning begins with a review of chapter by-laws. The by-laws are the guiding document for this important step of assembling the Nominations Committee. She recommended that chapters put this very important committee together sooner than later. Elections are held in May and waiting until the last minute can jeopardize the success of this important process. AlVerta says knowing chapter members and what your chapter wants are key to creating a successful line-up of officer nominations. If your chapter has done an interest survey, use this information! She also says, “Don’t expect people to volunteer.” Consider talking with your active members personally. Many times, members won’t volunteer because they’re not clear on what’s needed. Having a conversation with them gives them the opportunity to hear about what’s involved, ask questions, and tell you about their strengths and interests.

Jenny Schoger, CAP-OM, past San Jose Chapter President, said get creative and consider involving the entire chapter in the planning process.

One year she invited members to a planning session in San Francisco. The entire event was done for free. Jenny says, “Don’t be afraid to ask. The worst sponsors can do is say is no. More often than not, if they can’t help with what you’ve asked for, they will offer something else.” Keep in mind this is inexpensive advertising for sponsors. Need help on how to ask, contact Jenny. She’s willing and happy to share her tips and techniques with you.

Helping members see the benefits of being an officer is vital. AlVerta says her top three benefits are 1) you’ll get out of your comfort zone; 2) you’ll learn negotiating skills; and 3) you’ll become a pro at thinking creatively to get what you need. Take a look at who shows up regularly to chapter meetings. Asking them to help out at chapter meetings is a great way for them to get their feet wet. Ask them to volunteer for a committee. Get specific, most people are willing to help, they just need guidance on how. To build effective leaders, you need to mentor them. With support and mentoring many committee members will step up to leadership roles in the future. So talk with them, plant the seeds, it’s their own enthusiasm about IAAP that will get them going.

What do you say when they tell you they have no time? Share with them your own experience of how you get it done. Have a Board timeline to share with them. Tell them they don’t have to do it alone, they can delegate many tasks to committee members and other members who are willing and ready to help out. Remember not to abandon volunteers once they’re on board. Make sure they’re getting the support they need by checking in with them regularly.

Not only does the information presented apply to my role as a chapter board member, it is also applicable at my company. Often times I am called upon to oversee the planning of annual meetings, team building workshops, trainings, and social events. Using the concepts above will help in pulling together a team at the office to get the project done efficiently and successfully.

If you haven’t had a chance to attend a Professional Development & Networking Forum yet, you still have time. The next meeting will be held on March 15, watch our newsletter for more details. Attending and writing a brief summary like this meets Member of Excellence Criteria #4. IAAP – Making the leap to remarkable doable!

Care Packages for the Troops by Denise Miller

On Saturday, January 21, the San Jose Chapter organized a drive to put together care packages for a Marine Unit in Afghanistan. The items – toiletries, food, candy, greeting cards, note cards, office supplies, games, clothing, and magazines – were dropped off at my house. The response was amazing!

I received items from chapter members and others who attended the January chapter meeting. I also reached out to my neighbors and received bags of items on my porch all week long. I sorted the items and packaged them in separate boxes for toiletries – you can’t have breakfast pastries end up tasting like baby wipes –

food and candy, paper products, clothing and games – we even received a 200 piece poker set - and then brought them to Postal Annex where Cynthia (the owner) helped me with customs forms and the final packing of the boxes.

We ended up sending 135 pounds worth of goods to LCpl Erin Castle’s unit. The unit is from California and has 30 men and 15 women and will be in Afghanistan until December 2012. We selected this particular unit because they are based in California and have a large number of women who are often overlooked when care packages are sent.



Thank you to everyone who donated! I’m sure when the packages are received in Afghanistan the unit will have a lot of fun going through the boxes and hopefully they will think of home and all of the people who support them for their bravery and sacrifice.

Tax-Exemption Organizations and Gaming

by Ronni Handley

For months the board members of our chapter have been grappling with ways to work with the "non-profit status" of IAAP and our chapter fundraising activities. As a 501(c)(6) non-profit organization "devoted to the improvement of conditions of one or more lines of business", we jeopardize our tax-exempt status if we use any type of gaming or gambling to raise funds to support our chapter. We also run the risk of impacting the non-profit/tax exempt status of all of IAAP. IAAP chapters can, however, conduct fundraising events for the benefit of charitable

organizations.

¹*Gaming includes (but is not limited to): bingo, pull-tabs/instant bingo (including satellite and progressive bingo), Texas Hold-Em Poker and other card games, raffles, scratch-offs, charitable gaming tickets, break-opens, hard cards, banded tickets, jar tickets, pickle cards, Lucky Seven cards, Nevada Club tickets, casino nights, Las Vegas nights, and coin-operated gambling devices. Coin-operated gambling devices include slot machines, electronic video slot or line games, video poker, video blackjack, video keno, video bingo, video pull-tab games, etc."

I am not an attorney and, therefore, refer you to the following link for an in-depth explanation of why we

cannot conduct raffles or silent auctions at our chapter meetings:

Tax-Exempt Organizations and Gaming

In addition, the Bunco event proceeds, after expenses, will be going to charity. The bidding for donated items will need to be performed as a silent auction and not by purchasing of raffle tickets.

¹ SE:T:EO:CEO. "Tax-Exempt Organizations and Gaming." [Internal Revenue Service](#). June 2010. Internal Revenue Service. Accessed January 30, 2012. <www.irs.gov/pub/irs-pdf/p3079.pdf>.

2012 Spring Conference in Las Vegas

Grab the Spotlight at the 2012 Spring Conference!

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.

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.

If you are considering coming to the Spring Conference March 4-7, but haven't made up your mind yet, this



podcast will definitely have you registering today - and adding on a few extra days! Heather Chatlos, IAAP's Event Specialist, will share all the fun things you can do in Las Vegas, in addition to gambling, people watching, and exploring one of America's most fascinating cities.

<http://www.iaap-hq.org/podcasts/highlights-las-vegas>



NEW MEMBERS

Patricia Bingham

1 year

Melissa Acuna
Toni Belknap

2 years

Deana Hernandez

3 years

Tammy Chavez
Olya Derby

6 years

Kathi Cohen, CAP-OM
Kristie Mitchell-Baptiste
Alicia Molina

7 years

Martha Folliott
Denise Jacobs

8 years

Vanessa Duffy

9 years

Yolanda Meider

Maria Peters, CAP-OM

25 years

Jeannette Dominquez

MILESTONES

Ronni's Right

Let's start 2012 off with a few ideas on how to **WOW** your executives.

- **Money** – formulate ideas to help the company save money. Demonstrating awareness of increasing costs, reducing expenses and looking at the bottom line of your department and, ultimately, the company, highlights your understanding of profitability. Some ideas might be:
 - Bring outsourcing inside the company.
 - Actively court new vendors based on quality and price.
 - Create a plan to step-up the company's reuse of resources that are easily wasted: reuse of copy paper, reduce/eliminate the use of hard copies communication, encourage multiple-use containers of water in place of single-use containers, etc.
- **Information** – be knowledgeable. Knowing what is happening locally, nationally and worldwide allows you to ask your higher-ups how "such and such" might affect the company. Consider the following

sources to gain a greater base of information:

- Industry periodicals
- Vertical and horizontal market news sources
- Conversations with associates/friends in other and related fields
- Seek to know and understand world economic and political changes as they occur
- **Exposure** - Interaction with your manager's boss can influence your income, promotions, assignments and even the security of your position. Putting your face with your name means far more when your boss mentions your role or something that you have accomplished.
- **Solutions** - Avoid complaining or criticizing about a company problem. Take the time to brainstorm potential ideas for solving different issues. Then, offer to head a committee to put your suggestions into action.
- **Professionalism** – Maintain a

conservative image in all ways: dress, communication, behavior and involvement within the company. Keep your professional and personal lives separate, within reason. Remember all professional data needs to stay confidential.

Employing even one or two of these ideas this year will enable you to stand out among your peers. When an opportunity arises to take on a special project, your name is more likely to rise to the top. Best wishes for a professionally amazing year in 2012.



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.

Reasons for Bad Communications between Execs and Assistants

by Bill Sweetland

1. **Executives don't know that the administrative assistant's role has changed in the last thirty years.** Many still see administrative professionals as persons who answer the phone, type reports and operate the copy machine. Period.
2. **As a result, executives aren't sure what they can ask their administrative assistants to do.** It sounds wildly improbable, even fictional, but it's true. And they're hesitant to begin a conversation about their fears with their assistants. Joan Burge, CEO and founder of Office Dynamics, a consulting firm in Las Vegas that specializes in getting more productivity from teams of executives and their executive assistants, says the question she's asked most often by execs is, "Can I ask my assistant to do this?"
3. **WHY are they timid about starting a conversation with their assistants?** Because their communication skills are poor. They're much more comfortable dealing with figures and facts, business cases and business models. Blame their training and graduate education, which dismiss talking and communication as "soft skills."
4. **Some execs have been burnt by inexperienced or in-over-their-heads assistants who let them down on something big.** The exec resolves to do everything himself.
5. **The executive doesn't pay attention to her assistant's skills** and doesn't have a clue about her character traits, especially her business aptitude.
6. **Some simply don't have an interest in developing their assistant's potential.**
7. **Many feel overwhelmed and frantic about the pile of work on their desks.** They tell themselves sincerely that "I don't have time to train this person."
3. **Burge blames technology for some of the gap between execs and their assistants.** E-mail and BlackBerrys allow the exec to ignore his assistant and keep him out of the loop if he wishes—and many do wish this. An assistant without a BlackBerry can't take the initiative because he doesn't know what's going on in the department day-to-day. Much of what's going on is on the exec's BlackBerry and nowhere else.



As posted on www.adminadvisor.com

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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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