



# LISTEN UP!

## President's Message

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### Administrative Excellence

I am humbled by all the excellence that surrounds me in the San Jose Chapter of IAAP. When I chose this as my career path I had no idea how much of an impact it would have on my life, and I stand proud to be counted among you.

*The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor. - Vincent Lombardi*

What does administrative excellence mean to you? For me, administrative excellence means going the extra mile in even the most mundane daily tasks. It's about always striving to do better, finding more efficient processes, and pushing the envelope on how we contribute.

Whether this comes from continuing education, personal and professional development, or leadership, each of us has the opportunity to reach new heights.

Your San Jose Chapter stands ready to help you achieve administrative excellence. The Board of Directors continually looks at our Mission Statement to direct the activities in which we choose to participate. Here are just a few ways your chapter is partnering with you for success.

Starting with education, our monthly programming offers a variety of topics to help you expand your skill set. This month we welcome back **Computer Magic Training for an Excel Tips & Tricks presentation.** Another educational opportunity is the May CAP exam; and our chapter study group, facilitated by Maureen Grant, is hard at work preparing for this exam. I can't wait to be able to announce the results!

In the personal & professional development arena, we will be joining California Division for the next **Northern California Professional Development and Networking Forum on March 10th in Dublin.** Meant for all chapter members & guests, this is a great opportunity for you to see IAAP at a higher level by meeting with other chapters across Northern California. Look for more info coming out in your Monday Folders.

Leadership opportunities abound in our chapter right now! Whether you choose to become a mentor to a new chapter member, join a committee or even be the Chairperson, or make that leap to remarkable by stepping into a Board position, the possibilities for excellence abound.

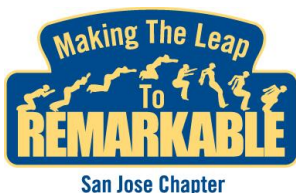
The Pathways to Excellence program is another way to expand your horizons. Many of our members are very close to achieving Member of Excellence. Once you have reached

the required 8 out of 11 criteria, don't forget to go online to the HQ site and submit your application. I will be announcing the recipients at each chapter meeting in the coming months, so look for your name to be recognized! As you progress toward this goal, the chapter is also hard at work achieving Chapter of Excellence.

Quoting an article on the IAAP HQ site, "The excellent admin is one who steps outside his/her comfort zone and adds something new and significant to the employer." With all these choices, how will you show your excellence?



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



### Upcoming Events

- |          |   |
|----------|---|
| March 10 | Professional Development and Networking Forum     |
| March 14 | <a href="#">SJ Chapter Meeting</a>                |
| April 11 | <a href="#">SJ Chapter Meeting</a>                |
| April 27 | Crossroads and SJ Chapter APW Event (in Milpitas) |
| May 5    | Excel 2010 Class with Computer Magic Training     |

## February Chapter Meeting Recap

Are You Prepared for an Emergency? By Amy Ramos

Do you know that you need one gallon of water, per person, per day for a minimum of three days? Do you know what your escape plan is in case of a fire in your home? What about at work? Do you know how to use a fire extinguisher?

Lots of questions to answer! Well, Janelle Masterson was able to help us answer these questions and better prepared us in the event of a disaster.

Living in an area with earthquakes, we are all too familiar with them. However, the most common disaster is a house fire!

She discussed how to prepare you and your family for an emergency. She also discussed planning for a disaster at your work.

Some tips she provided:

- Lead by Example. If a fire alarm goes off at your workplace and you do not know where to go, get up and walk to the nearest emergency exit. People will follow you.
- Have a family member or friend who lives in a different state as a point of contact in the event of an emergency.
- Plan your escape routes. Have more than one depending on where you are in the house (or work building).
- Do you know how to use a fire

extinguisher? Use this acronym:

**P**ull  
**A**im  
**S**queeze  
**S**weep



On a personal note, my husband and I use all of our camping items as an emergency kit. We go through the items every six months to make sure nothing has expired or is close to expiring.

Have trouble remembering when you last checked your emergency kit? When you change the clocks in March and November, go through your emergency kits and check your smoke detectors too!

If you have pets, do not forget about them! Prepare a kit for them as well. Knowing is half the battle! Take the time to be prepared.

Important websites to remember:

[www.alertscc.org](http://www.alertscc.org)

Register your phone number(s) and get alerts when a disaster strikes in your area.

<https://safeandwell.communityos.org/cms/index.php>

This is where you can register yourself and let family members know you are ok in the event of a disaster.

<http://www.siliconvalley-redcross.org/>

Full of useful information and you can purchase emergency kits too!



## Change Makes a Difference

This year we have decided to do something a little different with our donating muscles and began a new program in January. To prove that even CHANGE MAKES A DIFFERENCE, each table will have clear paint buckets for your change which will go to the 'charity of the month' at the end of each meeting.

The March charity is Shelter Network. Shelter Network is

committed to providing housing and support services that create opportunities for homeless families and individuals to re-establish self-sufficiency and to return to permanent homes of their own.

We 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.

**March Best Practices** Virtual Meeting Services - More and more nonprofits, businesses and entrepreneurs are turning to Web conferencing services to communicate with fellow staff members, customers, supporters and prospects. We want to know what your top choices for live streaming tools, webinars & online employee collaboration are. Bring any Virtual Meeting Services suggestions you may have to the table and we will include it in our "Best Practices" database available to all San Jose Chapter members!

## March Chapter Meeting Excel 2010 Tips and Tricks

**Computer Magic** is once again presenting those fantastic Tips and Tricks; this time for Excel 2010!

In one short hour you will learn how to make your Excel spreadsheets more visually interesting, streamlined and powerful. We will quickly introduce you to themes and conditional formatting so you can add punch and readability to how you present your data. You'll begin to learn how to use autofills, drop down lists, and data validation, all of which will save you lots of time and make more money for your company. And, if you are responsible for summarizing and analyzing data, you will be thrilled to discover how helpful and powerful pivot tables are.

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.



### 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!

## 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! ☺

## APW - Social Networking and Your Career

Join the San Jose and Crossroads IAAP Chapters at this year's **APW Event** on April 27 from 7:30 am to 12 noon at the Crown Plaza Hotel in Milpitas celebrating Administrative Professionals Week. The topic this year is ***Social Networking and Your Career***. It's not just about how to use social media; it's about why!

You'll enjoy a delicious breakfast, fabulous vendor fair and an outstanding speaker, Dave Peck. Dave will help you make the leap, get you linked, and lead the way to remarkable.

Dave Peck is a partner at Bullfrog Media. He has been active in new 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, MySpace, PodShow, and **Blip.tv**, among many others.

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](#). Dave can be found at his blog and on Twitter.



The cost is \$55 if postmarked on/before Mar 31, 2012 \$65 if postmarked after March 31, 2012 but the **Reservation deadline is April 18, 2012 and NO Registrations accepted at the door.**

**Leap + Link + Lead = REMARKABLE**

### Become a Mentor!

Trying to complete your Member of Excellence this year? Are you looking for ways to fulfill eight of the eleven criteria? Here's an opportunity that may be of interest to you. Consider being a mentor for a new member! New members join our chapter and are in need of a friendly face to help them learn about our chapter, be introduced to other members, and find ways to participate in the chapter. As a mentor, you would be paired up with a new member and help him/her become familiar and comfortable in our chapter. It's a win-win! You sponsor them, they gain a guide. Contact Vicky Lara today at [vicky.lara@sbcglobal.net](mailto:vicky.lara@sbcglobal.net) to find out more or be added to the list of mentors.

### Who do you know?

Do you know someone who may be interested in IAAP but would like to know more before joining? They can now view a video, *A Look Inside IAPP*, on the IAAP website at <http://www.iaap-hq.org/>. Prospective members will discover what's in it for them and how IAAP can help them become career-minded administrative professionals.

## NEW MEMBERS

Denise Dalecio

Mary Ethington

Carol Harvey



## MILESTONE

### 1 year

Karla Altamirano  
Kaycee McKenzie

### 3 years

Frances Carter  
Rob James  
Lisa Morales

### 5 years

Christine Dorsey

### 7 years

Martha Folliot  
Nancy Santos

### 14 years

Diane Lovelady

### 21 years

Janie Bevens

### 23 years

Linda McCabe

## Ronni's Right

### A Few Thoughts about Communication

*"The most important thing in communication is to hear what isn't being said."*

-Peter F. Drucker,  
management consultant

- No matter where you sit in the hierarchy of your work environment, nothing matters more than how much you listen to what is being said and not said around you. It's particularly valuable to listen between the lines.
- Be accessible to those around you by inviting communication through your body language. Let everyone know that you care by the casual, but genuine, compliment. Use good eye contact to send the message that you are available to anyone who needs to be heard. Render very few, if any, opinions about what is being revealed. Never, **never** run the risk of losing the confidence of those who speak with you, by betraying their trust and adding to the rumor mill. There will soon be nothing to hear if you reveal anything you know or think might have been conveyed to you in trust.
- Consider finding consistent time in your busy schedule to begin mentoring those around you who may not have the advantage of your experience and wisdom. Encourage your colleagues with similar knowledge and standards to make themselves available to junior peers, as well. What an outstanding opportunity to build a positive environment which is open to listening and learning from one another!
- Do a personal communication audit at least once a year: consider whether you are willing

to listen to others at least as much as you talk or write. You will be surprised; I know I was.

*"If communication is not your top priority, all of your other priorities are at risk."*

-Bob Aronson,  
communications consultant



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

### 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](http://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, 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](mailto:colleen.lane-rafferty@abbott.com)

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



**SAN JOSE  
CHAPTER IAAP**  
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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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**International Headquarters**  
<http://www.iaap-hq.org/>

**Retirement Trust Foundation**  
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