

President's Corner

All aboard the Crossroads express! The Crossroads Express is at the station waiting for you to board so we can begin our journey through the 2010-2011 IAAP year. We will make stops each month along the way to take on more members and guests.

Crossroads had great representation at the Educational Forum and Annual Meeting (EFAM) in Boston. Dotti Raymond was our chapter delegate, and Diane Souza was our alternate. Dotti's delegate's report is included in this edition.

Our train may be waiting at the station but your board and some of the members have been working on the strategic plan, finding a new meeting location, scheduling programs, and discussing ways to reach out to the administrative professionals in our area. A couple of these changes involve our meeting location and our website. Our website is now a part of the Web Community. Once logged in, members can travel through the community for IAAP information. We also have a chapter egroup. Check it out!

At the June meeting, the chapter decided to move our monthly meeting date to the first Wednesday of the month. On September 1st we will meet at Brillo's (formerly Leona's) on Kelley Boulevard (Route 152) in North Attleboro. Gail Freeman, GNED Vice President, will be our guest speaker.

Summer is almost over. I hope you have had the opportunity to rest and recharge. See you on September 1 at Brillo's

Gerry

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Welcome!

We pleased to announce that Catherine Cahoon has joined IAAP and the Crossroads Chapter. Welcome, Catherine!

Chapter of Excellence

Congratulations Karen, Shelley, Barbara, and Elaine for leading Crossroads through 2009-2010 and a second Chapter of Excellence award. It was great to see Karen receive the award during the Northeast District (NED) caucus at EFAM.

Member of Excellence 2009-2010

Congratulations to the following chapter members for achieving Member of Excellence: Marie G. Brunell, CPS/CAP, Shelley Call, Barbara L. Devine, Karen Gunther, CPS/CAP, and Susan Sullivan. Crossroads had the highest percentage of member achieve MOE from the Greater New England Division.

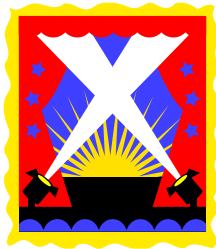


September Meeting
Brillo's (formerly Leona's)
Kelley Boulevard (Route 152)
North Attleboro, MA
Networking – 5:30 p.m.
Dinner – 6:00 p.m.
Program – 7:00 p.m.

Networking, Small Talk Big Network
Presented by Gail Freeman CPS
GNED Vice President

Do you enjoy networking or do you find it difficult? Come to our September meeting and go home with tips to help you get the most out of networking. Please RSVP to Diane Souza at souza@masstech.org

Spotlight Award



Congratulations to Dotti Raymond for going the extra mile to help us find a meeting location! This is a task that is getting more difficult. Fewer restaurants offer a meeting room at no charge. Tavern from Tower Square has eliminated the area we had been using. I also want to recognize Diane Souza for planning and scheduling a complete season of programs. We will be able to distribute a complete program brochure to our members at the September meeting.

Chapter Yard Sale
September 11, 2010
9 a.m. – 2 p.m.
65 Blackberry Road
North Attleboro, MA



Is it time to eliminate clutter at your home? Maybe we can help relieve you of unwanted items. What you don't need, someone else may want! We have scheduled a yard for September 11. The sale will be held at Gerry's house. All items should be pre-priced and dropped off that morning.

2010-2011 IAAP Theme



EFAM Business Session Highlights

Complete speeches by Past International President Susan Shamalie, Executive Director Don Bretthauer, and International President Mary Ramsey-Drow can be found in the Document Library in the IAAP Web community

State of the Association

- Progress made in succession development from one board to another through use of the Project Plan. (found in the web community).
- Completed process mapping project at headquarters to streamline everyday processes
- Project teams and think tanks working on initiatives to such as the certification program and leadership documents.

- Changes coming to the Certification program.
- Streamlined headquarters staff
- Closely monitored finances to help us get through the recession.

State of the Profession

- Companies have begun to hire more temporary workers
- Companies looking for versatile administrative professionals that can stretch beyond their job description

Incoming President's Speech

- Explained the reasoning behind the choice of Passion & Purpose for the 2010-2011 theme. It was to let the members know "that the past several years has been all about our passion for IAAP and the purpose – the intent – of what we've been doing -- it is not just some fly-by-night ideas but rather thoughtfully constructed and intended changes to make our association remain a viable and vibrant organization for our members and a viable and vibrant business entity."

Changes to the Certification Program

Changes to the Certification program were announced during EFAM. Complete details can be found in the web community. The immediate change is to rectification. Effective immediately, you will only need 60 points for recertification. The elective category has been eliminated. This will better align our certification program with programs granted by other association. Going forward, programs that touch on areas that are being tested will receive

Effective next year, there will be one basic certification, the Certified Administrative Professional (CAP). This will be based on the

3-part exam that was the Certified Professional Secretary (CPS). Active CPS holders will be classified as CAP. CAP or CPS/CAP holders will be classified as Certified Administrative Professional-Office Management (CAP-OM). These changes are being made to make it easier to explain our certification program and to allow for future specialties such as technology, legal, medical, etc.

EFAM Delegate's Report

By Dotti Raymond

I need to tell you something – THE EFAM IN BOSTON WAS TERRIFIC, WONDERFUL, ENLIGHTENING! And, it's all because you helped me to go to this EFAM. I am really thankful for your love and support.

Shall I tell you some of the things I did (not all of it – I do have to leave some suspense). You know that Diane Souza and I roomed together. What a terrific person she is – who would let someone sleep in while she was up; and she even made me coffee. I tell you this gal is one heck of a lady. OK, it probably sounds like she was doing all the hard work – well, now, I'm not going to deny her help everyday – BUT SHE'S LIKE MY OWN SISTER!! She is just the greatest companion and I have the greatest respect and love for her. Diane, thank you so much.

I should tell you she purchased those earplugs, so she wouldn't hear me snore – (Bobby lied) and she did not need those plugs!

The Parade of Nations was absolutely "something else". Those little (and they were little) Japanese ladies national costume was gorgeous. I thought she'd come out looking like a geisha, but that one lady was great. And, Diane, I could sit and listen to that Member who came from Australia all day. Nice people. Yes, I met some terrific people and hope that I can continue our friendship on line or by snail-mail.

Yes, I still send things out with postage on the front!

Sunday night was the Evening of Welcome. I got a hat, and a bag with goodies, bubble gum (stuck to my teeth), and I could have gotten a rubber bat and ball, but I wasn't quick enough. Learnt a new dance. I think it's called the Cuban something or other. But, I was on that dance floor (Diane was too) and we were movin' and groovin' to the music. Let me tell you that DJ had some great moves. I was going to get closer but Diane said no.

Monday was classes. They were impressive.

The Office Expo – Diane and I were working and she said to go ahead and she'd get in there later. Well, I told you I get lost on a shoestring. So many people, pushing and shoving. I started to feel a little claustrophobic and decided to leave; but not until I had that Avery package and some pens in my hands. BUT, I went back the next day and got to see a few more stations. Diane was with me, and we had our pictures taken – just like Rocky Point, years ago.

Vernice Armour...let me tell you somethin', girlfriends, she was goooooood. Wearing those coveralls, and her bomber jacket, running up and down the aisles... She left us wanting more, believe it or not."Ignite Your Work-life: Infuse PASSION in your life both professionally and personally. Breakthrough Obstacles: Recognize and utilize the skills and talents of everyone around. Unleash Your Inner Potential: Lead a Zero to Breakthrough™ life with a "breakthrough mentality" as the foundation. Accelerate Your Success: Unleash YOUR Success: Unleash your full potential no matter where you start from."

And, that evening: Erin Brockovich. "Take It From Me, Life's a Struggle, But You Can Win. Women who triumphed when faced with overwhelming adversity.

*Now you can tell which speaker I really enjoyed. And, Diane with the patience of Job, stood in line for her signature for two of her friends. Way to go, Diane.

And, in between all this, Diane, Karen and I worked. I am a people watcher and I enjoyed my "work".

And, I want to sincerely thank the Board for the advance on my registration to this EFAM.

Did I tell you, Bob drove us in a limo (short one) going into Boston. And, when he picked us up Thursday afternoon, I went over and gave him a big kiss. Wally (his boss) made him take the stretch limo. The bellman told Bobby he had a nice "girlfriend". That's not my girlfriend, that's my wife is what Bobby says he told the bellman. I didn't hear a thing. Of course, we came back with more than we left with, so it took a few extra minutes, and then we were on our way to "Home Sweet Home".

I thank each and every one of you.



Coming Events

September 1 – Crossroads Meeting at Brillo's, Program: *Networking, Small Talk Big Network*. Networking at 5:30 p.m., Business Meeting at 6 p.m., Dinner 6:10 p.m., Program 7 p.m. 1 Recertification Point

September 11 – Chapter Yard Sale – Gerry Brunell's, 65 Blackberry Road, North Attleboro, 9 a.m.-2 p.m.

September 25 – GNED Fall Workshop – Sheraton Hotel in Framingham.. Presenter, Gini Courter, Triad Consulting. Topic: *Microsoft*

2007 with preview of Microsoft 2010 and Cool New Software Websites. Gerry and Dotti are going. If you need a ride call Gerry.

October 6 – Crossroads Meeting at Brillo's
Program: - *Emotional Intelligence* presented by
Janice Beck

**October 17-20 – IAAP Fall Conference –
Core Characteristics of a Champion –**
Seelbach Hotel, Louisville, KY