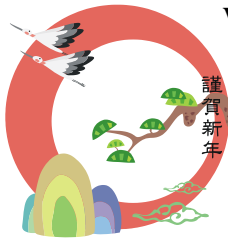


President's Corner



We are at the midpoint in our 2010-2011 IAAP year! The first six months flew by. Let's take a look at what has happened within Crossroads from June through December.

The board surveyed the membership twice so far this year. We need your input in order to provide you with the programs that interest you. We reviewed and revised our strategic plan and also created a marketing plan.

Our meeting location has changed. We are currently meeting at Brillo's in North Attleboro. The building is familiar since this was Leona's, restaurant where we had many memorable chapter meetings.

We have 18 members. Alice Benson and Shelley Call left the chapter, but we have three new members, Catherine Cahoon, Julie Fanning, and Sandra Miller. Alice is enjoying retirement, and Shelley is a member-at-large.

Our website is part of the IAAP web community. Traffic on the site is steadily increasing.

Recertification points were offer for the September and October programs. The January program will offer one recertification point as well. These points are important to CPS and CAP holders. Because they need them for recertification we plan to request recertification points for our other programs in 2011 too.

Crossroads has an active Certification Study Group. Diane, Dotti, and Julie are busy preparing for the May exam. It's not too late to join the group!

Five members attended IAAP's Educational Forum and Annual Meeting in Boston in July, and two members attended the Greater New England Division's fall workshop.

The chapter treasury benefitted from a very successful Yard Sale. In addition to adding to the treasury, it was a networking opportunity.

Wow, looking back, I think we have accomplished quite a lot already! The second half of the year promises to be filled with more networking and educational opportunities for everyone.

Enough looking back, now let's look forward. We kickoff our 2011 meetings with a fantastic program presented by Janet Latourneau of Peak Performers. Get ready to **P.O.W.E.R. UP for Service** at our January 5th meeting.

Have a safe and Happy New Year. See you January 5th.at Brillo's!

Gerry

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Welcome, Sandra Miller

Help me welcome our newest member. Sandy joined Crossroads online. We look forward for formally welcoming you into our chapter.

Certification Study Group Update



Study materials were distributed at the December meeting. Members have begun informal individual study. They will begin group meetings in January.

If you would like to join the group, contact Diane Souza at souza@masstech.org or Gerry Brunell at mgbrunell@comcast.net. Remember, the **deadline to register for the May exam is February 15, 2011**. The exam will be given the first weekend in May.

Sample Questions to try!
(Answers will be found on the last page)

Part 3 - Management

1 Increasing the number and variety of tasks included in a job is known as job

- A. Enlargement
- B. Expansion
- C. Domain
- D. Amplification

2. Written essays, critical incidents, and behaviorally anchored rating scales are methods of
 - A. Defining job satisfaction
 - B. Identifying task outcomes
 - C. Conducting performance evaluations
 - D. Empowering employees
3. Gains and losses are reported on the
 - A. Balance sheet
 - B. Equity statement
 - C. Income statement
 - D. Sales budget

Reminder



If you have any Box Tops for Education, you can bring them to the meeting and give them to Diane or Gerry. We appreciate your help with this project.

Please ask family and friends for their help. **If we are the most box tops for a chapter with less than 40 members, we could win money for an educational seminar!**

Help us chose the school that will get our box tops. We have not chosen the school we will support with our box tops. Please send your nomination to Gerry as soon as possible at mgbrunell@comcast.net.

Next Meeting
January 5, 2011
Brillo's Restaurant
John Kelley Boulevard (Route 152)
North Attleboro

Networking - 5:30 p.m.
Business Meeting - 6:00 p.m.
Dinner - 6:10 p.m.
Program - 7:00 p.m.
IAAP Members \$15.00
Guests - \$18.00
Attend Program Only - \$7.00

P.O.W.E.R Up for Service
Presented by Janet Letourneau



Customer service is a part of everyone's job, and a key to success for our companies. Superior customer service requires continuous improvement along with meeting never-ending challenges. It's about going the extra mile and exceeding customer (internal and external) expectations. This presentation reinforces understanding internal service and satisfaction, resulting in efficient and effective teamwork and team players!

GNE Division Fundraiser
Amazon.com Affiliate Program

Assist the **GNE Fundraising Committee** in raising funds that will support GNE programs and initiatives. Make your Amazon.com purchases by clicking on the logo on the GNE website, www.iaap-gned.org



Coming Events

January 5, 2011 – Crossroads Chapter Meeting - Brillo's Restaurant, Kelly Boulevard in North Attleboro.

January 2011 – Certification Study Group has begun independent study. They will set their group meeting session in January. Member can begin to study on their own at any time, but group will officially begin in January.

February 2, 2011 – Crossroads Chapter Meeting – Marketing via Social Media presented by Sheila Oliver owner of the Small Biz Webshop.

February 15, 2011 – Deadline to register for May Certification Exams

March 2, 2011 – Crossroads Chapter Meeting – Generations in the Workplace presented by Darren Linder of Columbia Management.

March 19, 2011 – GNE Spring Workshop to be held in two locations, Saco, ME and New London, CT. Move details to follow.

April 16, 2011 – Save the Date for a half-day chapter workshop. Speaker, topic, and location will be announced at our January meeting.



Certification Questions Answers

1. (A) 2. (C) 3. (C)



Member of Excellence

Have you signed your commitment form? How many items have you already completed? The commitment form, the criteria and the audit spreadsheet are available in Members Place on the headquarters website. You may be surprised as to how close you may be to earning a Member of Excellence this year!

Christmas Is For Kids

Kelley Fox has sent us a thank you note for the chapter's contribution to this year's drive. The Council for Children received more requests for assistance, and donations were down. Your donation has made a difference.

“The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, the education, the money, than circumstances, than failure, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% of how I react to it. And so it is with you... **we are in charge of our Attitudes.**”

Charles R. Swindoll

