

President's Corner



It is the season to watch your seedlings grow into something wonderful. Thank you, to the 2010-2011 officers for planting the seeds for the 2011-2012 officers to grow and harvest the crop.

I am excited to have Dotti, Max and Julie on my board. The team is planning for a year of educational meetings along with some fun times. We are very interested in what subjects you would like to cover this year. Last year was a great educational year and I pray that we can repeat that success.

In the next week you will be getting a request to answer our survey. Participation in this survey will increase our chances of meeting all your needs and expectations.

July passed right before my eyes and August is going at the speed of light. September is right around the corner. I am hoping to announce in our August newsletter that we have a new location for our Chapter meetings.

Our first meeting will be Monday, September 19th, 2011 at Bristol Commons Restaurant in North Attleboro. Watch for your meeting notice!

I am looking forward to seeing each and everyone at our first meeting in September.

Thank you for allowing me to serve as your president. I promise to do my best.

Diane Souza

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2011-2012 Member of Excellence

Congratulations to Susan Sullivan!! She joins Marie Brunell and Karen Gunter in receiving member of excellence. Let's all work diligently to join them for next year.



The GNED conference in Falmouth was really great. Thanks to Karen, Marie, Max, Julie, Dotti and Diane; Crossroads chapter was well represented.



The Decision has been made. At EFAM in Montreal, Amendment 1 and the Amendment to Amendment 1 did not pass. Like bills in Congress, this may come up again. Crossroads chapter needs to grow this year and I believe we can with a little effort from every member.



Delegate Report

By Marie (Gerry) Brunell

**Crossroads Chapter Delegate's Report
Greater New England Division (GNED)
Conference and Annual Meeting
June 3-5, 2011
Sea Crest Hotel, Falmouth, MA**

"A Wealth of Opportunities By the Sea" was the theme of this year's GNED conference and annual meeting. The Cape Cod Chapter was the host of the event and definitely provided "a wealth of opportunities" for all attendees. It was an opportunity to learn, reconnect with friends, relax, and recharge. Special guests for the weekend included Karlana Rannals, International Vice President, and Bianca Constance, Northeast District Director.

Our weekend began with a vendor expo and three morning workshops: Avery Office Products, "Resume Writing by Executive Suite, and "Managing Change" by Office Team. After lunch, Warren Rutherford from Executive Suite presented a workshop on "Bullying & Harassment in the Workplace." A leadership session followed and was presented by International Vice President Rannals. This full day of activity was followed by time to relax and network at the beach since our hotel was right on Old Silver Beach followed by a dinner and a

presentation by the Woods Hole Theater Group.

Saturday featured the division's annual meeting and election of officers for the 2011-2012 IAAP year and a Recognition luncheon. I am happy to report that the division is in good financial shape and that provide many workshop and webinar opportunities for our members. Highlights from the officers and committee chair reports include:

- The GNED board began the year with a weekend retreat to prepare their strategic plan which resulted in a successful 2010-2011 IAAP season!
- Affordable workshops were provided in the fall and spring as well as five webinars throughout the year. A total of 27.5 recertification points were offered by division for their educational offerings this year.
- GNED and the Greater Boston Chapter shared a booth at the Massachusetts Conference for Women. This event offers the opportunity to network and spread the word that IAAP is a resource in the area.
- GNED received a sizeable donation from the EFAM 2010 Host Committee that will be used for future educational division education offerings. The Amazon.com Affiliate program fundraiser has been a success and will continue.
- Nineteen of our 24 chapters increased membership. Fourteen of our 25 chapters lost members. As a result, GNED had an increase in total

membership (including division members at large).

- Crossroads Chapter was awarded \$100 for having the highest percentage of members earn the Member of Excellence rating during the 2009-2010 year. Karen Gunther, Gerry Brunell, and Susan Sullivan have earned the rating for 2010-2011 so far. We hope more members will fill out the form again this year.

GNED Officers for the 2011-2012 are:

Liana Marston, CPS, GNED President
Susan Walsh, CPS/CAP, GNED President Elect
Patty Patterson, CAP, GNED Vice President
Peggy Ficano, GNED Secretary
Karen Gunther, CPS/CAP, GNED Treasurer

It was an honor to be the Crossroads Chapter delegate at this conference. Our Chapter had seven members at the annual meeting. In addition to me, the Crossroads delegation included Karen Gunther, CPS/CAP, who is serving as GNED Treasurer; and the following Crossroads 2011-2012 officers, Diane Souza, President; Dotti Raymond, Vice President; Julie Fanning, Secretary, and Maxine Frutkoff, Treasurer. To quote from GNED 2011-2012 Division President Marston "hang on as we are **"Making the Leap to Remarkable"** as an association!

Gerry

Marie (Gerry) Brunell, CPS/CAP

Save the Date Yard Sale – September 17th, 2011



Help us stock our Yard Sale table! Are you cleaning out closets or your basement? Crossroads can help you get rid of some of the gently used items that are taking up space. Arrangements can be made with Diane Souza to pick up and store medium/small items that you have. Send Diane an email: souza@masstech.org. Donate 1 hour of your time to make this fund raiser a complete success. Watch this space for further details.



Chapter of Excellence

Crossroads Chapter has qualified for Chapter of Excellence again. I want to thank Marie (Gerry) Brunell for her hard work and dedication to bring this accomplishment to our organization.

Crossroads Board of Directors

Its vacation time, but I wanted to let you know that your Board has already started planning the new year.



Reports from EFAM Montreal

Bonjour Mes Amies!

Okay, that's about the extent of my French! I was grateful for the years spent in French classes many years ago in high school as I was at least able to read signs, menus, etc. For those of you who have never been to Montreal, there are some places where everything is in French with English underneath but many where it is only in French. I am also grateful to be back where my dollar is actually worth \$1.00 - currently in Canada our dollar is worth only \$.90 so between the 10% discount, nearly 20% in tax on everything, and generally higher prices it cost a bit more to attend EFAM this year but it was worth it as always.

On Friday, July 22, I drove up to Auburn, ME to meet Liana Marston and then we rode together to Montreal where we roomed together at the Embassy Suites right across the street from the convention center. This was the 8th EFAM that I have attended and I enjoyed catching up with old friends and meeting many new ones. The Greater New England Division was very well represented with 39 members attending including Patricia Basden from Bermuda. I even had the opportunity to connect with a charter member of the Cape Cod Chapter, Molly Lumpkin, who is now living and working in Saudi Arabia. She asked me to pass along her regards to all and when she returns to live in Falmouth she plans to attend a chapter

event or two. I also met a woman at the hotel who had met Peggy Rose at EFAM in Albuquerque back in 2003 and hopes to reconnect with her soon. Since she was staying at our hotel, I got to know her pretty well. All in all, it was a fabulous six days! We certainly kept busy conducting association business, attending workshops and networking events. I will provide some of the highlights. If you would like more information, please feel free to contact me.

And, for those of you who have Facebook accounts, check out the IAAP page - there are many EFAM pictures posted including one of GNED President Liana Marston having breakfast with Clinton Kelly of What Not to Wear. 100 lucky attendees received passes to the breakfast prior to Clinton's keynote on Tuesday morning. While I must confess that I had no idea who Clinton was, the other attendees filled me in quickly and I'll try to catch one of his shows one day soon. His presentation was very good and a lot of fun as he pulled women from the audience and critiqued what they were wearing.

I served as the chapter's delegate to the business sessions that began on Sunday morning. It was announced that there were 1,067 attendees with 515 of them serving as delegates or alternates. Attendance was down quite a bit this year most likely due to the economy and the fact that it was held outside the US. The candidates for office were introduced and speeches were given by those running for an office that had two or more candidates. Voting took place on Monday morning and the following will be our representatives on the Intl. board for 2011-2012:

President - Tamra Goodall, CPS/CAP
President Elect - Karlana Rannals, CPS/CAP
Vice President - Judith Yannarelli, CPS/CAP
Secretary - Antoinette Smith, CPS/CAP
Treasurer - Wendy Melby, CPS/CAP
Affiliate Representative - Leanne Fisher, JP
Canada District Director - Lina Veglia
Great Lakes District Director - Tammy Pierce, CPS/CAP
Northeast District Director - Bianca Constance
Northwest District Director - Kristy Rotvold, CPS/CAP
Southeast District Director - Doris Goode, CPS/CAP
Southwest District Director - Dortha Gray, CPS/CAP

On Sunday afternoon the Northeast District caucus was held and I was proud to accept the Chapter of Excellence award for the Cape Cod Chapter. During this session contributions to the RTF are acknowledged, Division Officers recognized and the successes from each division (GNED, NY, NJ and PA) shared. The division presidents also present the district director with a thank you gift. This year we learned that Bianca really wanted a Miche bag but was reluctant to spend the money on herself. We purchased the bag, 2 covers and an additional strap for her - she was thrilled! She let us know later in the conference that she was the envy of the rest of the International Board when she showed off her gift.

The business session reconvened on Monday afternoon and we voted on 12 amendments to the International Bylaws and 5 amendments for the RTF Bylaws. The most controversial amendment, #1, would have disbanded chapters that have less than 15 professional members for 6 consecutive months. There was a lot of discussion on this amendment and

amendments were made so the final amendment considered was 10 professional and merited members. It failed. Amendment #2 reduced dues for international members by \$20. They were assessed an additional \$20 per year that covered the cost of mailing primarily. Since most business is now conducted electronically, there is no longer a need to charge those members the additional fee. Our Bermuda chapter was affected by this change and very happy that it passed. The remainders of the amendments were primarily housekeeping items. It was a very long afternoon and did not adjourn until after 6 pm.

On Tuesday we were treated to two fabulous keynote speakers - Clinton Kelly who I talked about earlier and later in the day, Sam Glenn who talked about the power of a positive attitude. He was wonderful. Part of his presentation is to create a chalk painting of a lighthouse which was later auctioned off and raised \$4000 for the IAAP Research and Education Foundation.

In between Tuesday's keynotes, we attended workshops and attended them all day on Wednesday, too. Wednesday evening was the installation banquet where I was pleased to accept the 2010-2011 Division of Excellence award for the GNED. We sat at a reserved table with other GNED members. Reserved tables are sold each year for \$150 with the proceeds donated to charity. This year was a record breaking year with \$6900 raised for two Canadian charities.

In between the activities described above, we had some time for social events, too. I attended the Northeast District cocktail reception, 2010-2011 Division Presidents'

reception and an informal GNED member dinner held at Celine Dion's Restaurant, Nickel. We were also fortunate that our hotel served a free breakfast each morning and manager's cocktail reception each evening. Since many IAAP members were staying at the hotel, we had the opportunity to socialize with many at breakfast and in the early evening.

As I stated earlier, it was another wonderful EFAM experience. I am already looking forward to attending #9 next July in Grapevine, TX. I hope that some of you may have an opportunity to attend, too!

Sharon K. McPherson, CAP



“Success is the sum of small efforts, repeated day in and day out.” ~ Robert Collier

Certification Exams November 4th and 5th, 2011

**Try you hand at these sample
Certification questions!**

(Answers immediately following)

1. Evaluation and feedback are part of which phase of the planned-change process?

- A) Anticipation
- B) Freezing
- C) Refreezing
- D) Unfreezing

12. A computerized voice response system is

- A) used to input dictation
- B) used for output in safety warning systems
- C) a user's speech patterns that must be taught to the software
- D) output is produced in hard copy format



**Certification Questions Answers
1. (C) 2. (B)**