

President's Corner



Spring has arrived and with it the last quarter of the 2010-2011 IAAP year. You can feel the renewed energy in the air. The sap is flowing again in the trees and the bulbs are poking their heads up.

Members who were able to attend our March meeting learned more about the “Generations in the Workplace.” This was a very interactive program, and we all came away with tips on how to improve cross-generational communication at work and at home.

Crossroads will mark Administrative Professionals Week a little early this year with our half-day workshop. Invitations have gone out, and I hope to see many of you at the workshop on April 16 at Sensata Technologies in Attleboro. “Attitudes are Catchy! Is Yours Worth Catching?” We have extended our invitation to other chapters in the Greater New England Division and to non-members as well. Please feel free to share your invitations with your friends and family as well. We have plenty of room. **Reserve your spot today!**

We always look for ways to improve our meetings for our members. We need your input. Contact me or any of the board members if you have suggestions to improve our meetings and to promote our chapters.

Remember the Crossroads June yard sale when you are doing your spring cleaning! I look forward to seeing you on April 16 at Sensata Technologies.

Gerry

What in this issue?

President's Corner	Page 1
Congratulations	Page 1
Crossroads Workshop	Page 1-2
June Yard Sale	Page 2
Chapter Bylaws	Page 2
Call for Nominations	Page 2
Pathways to Excellence	Page 3p
Sample Certification Questions	Page 3
Avery Box Tops for Education	Page 5
Calendar	Page 5
Sample Question Answers	Page 5



2010-2011 Member of Excellence

Karen Gunther, CPS/CAP and Marie (Gerry) Brunell, CPS/CAP has earned Member of Excellence for 2010-2011. This is the third year that Karen and Gerry have earned this award. You too can become a 2010-2011 Member of Excellence. Check out the criteria. You may be surprised at how close you are to earning this award.

Register today!
***Crossroads Chapter's
Administrative Professionals
Week Workshop***

**April 16, 2011
Sensata Corporation
529 Pleasant Streets
Attleboro, MA
8:30 a.m.-1 p.m.**



“Attitudes are Contagious! Is yours worth catching?”

Presented by Janet Letourneau, Founder of Peak Performers

Would you like to know some neat attitude adjustment techniques? Do you find yourself asking why you might be cranky? Are the “office victims” getting to you, and you don’t know how to rid yourself of the negativity? This workshop addresses the concept of attitude in terms of what it is and how you can get back on track. Included is a self-assessment questionnaire along with techniques in managing our own attitudes, ensuring that we are not infected by those whose attitudes are less than acceptable. “Attitudes are contagious; is yours worth catching?”

Members \$50 Non-members \$75
Price includes continental breakfast.
8:30 a.m. - Registration and Continental Breakfast
9:00 a.m. – Workshop



Crossroads Bylaws Amendments

All members should have a copy of the Crossroads Bylaws. If you do not have a copy, please contact Maxine Frutkoff, Frutkoff@aol.com; Diane Souza, souza@masstech.org, or Gerry Brunell, mgbunell@comcast.net. The Bylaws committee

has reviewed the Bylaws and Standing Rules and will present an amendment to the Standing Rules. If you have an amendment you would like to submit to the Bylaws or Standing Rules, please submit it to the Bylaws Committee by April 4.



Call for Nominations

With commitment from our members and the willingness for members to share the workload, Crossroads members and the chapter will continue to grow. Crossroads needs you!

The Nominating Committee is looking for members to serve as officers for the 2011-2012 Crossroads Board. How can you add your hat into the ring? Easy just let Gerry Brunell know you are interested by calling 508-695-1914 or emailing Gerry at mgbunell@comcast.net. If you have any questions about the officer positions, please contact Gerry.

Save the Date Yard Sale – June 18



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. We will be hosting a Yard Sale on June 18. Watch this space for further details.



Chapter of Excellence

Upon last review of the requirements for Chapter of Excellence, it looks like the chapter is in a good position to earn this award again this year. We have a few more requirements to meet before we can be assured of meeting the requirements

Member of Excellence

How are you doing with your requirements to earn the Member of Excellence award? Information about these awards can be found on the headquarters website in the members section. Go to www.iaap-hq.org, login, to members section, Members Resources, Pathways to Excellence. You can also contact Gerry with any questions.

A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article and have it published in an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars or conference
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or

university or hold a Microsoft certification

6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's Advisory Board for the Office Administration Program
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

Try your hand at these sample Certification questions!

(Answers will be found on the last page)

1. To make a successful presentation, one should
 - a. Rely on internet sources
 - b. Only distribute handouts after the presentation
 - c. Carefully sequence the presentation
 - d. Make sure every speaking point is bulleted.
2. The most important consideration in planning a successful presentation is
 - a. Selecting the proper attire
 - b. Meeting the audience needs and interests
 - c. Including humor throughout
 - d. Providing detailed statistical information

Last Call!!



Please send your box tops Gerry Brunell, 65 Blackberry Road, North Attleboro, MA 02760 by April 16.

June 3-5 – GNED Conference & Annual Meeting – Sea Crest, Falmouth, MA – Attending a division meeting is a great way to expand your professional network!

June 18 – Crossroads Yard Sale –Gerry Brunell’s home.



Coming Events

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

April 16, 2011 – Crossroads half-day Workshop – *Attitude’s are Catchy. Is Yours Worth Catching?* Presented by Janet Letourneau. Location – Sensata Corporation, Attleboro, MA. Registration and Continental Breakfast, 8:30 -9:00 a.m., Workshop begins at 9:00 a.m. IAAP members \$50. Non-members \$75

April 20, 2011 – Crossroads Board Meeting 6:30 p.m. Panera at the Target Plaza in Plainville, MA

May 4, 2011 – Crossroads Chapter meeting and election – *Event Planning.* Presented by Luanne Spooner from the Massachusetts Technology Collaborative.

June 1, 2011 – Crossroads Annual Meeting – *Keyboard Shortcuts* Presented by Marie McCooey creator of BREVIS software



Certification Questions Answers

1. (C) 2. (B)

Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishment toward organizational objectives. It is the fuel that allows common people to attain uncommon results. ~

Andrew Carnegie

Teamwork will insure that Crossroads will continue to be successful. What position do you want to play on our team?