

President's Corner



Week (APW) is scheduled for April 24-30 this year. It's your time to celebrate your career and what you bring to the table for your company! Did you know that that IAAP has been recognizing office workers since 1952? It began as a way to honor secretaries but IAAP decided in 2000 to change the name for Professional Secretaries Week/Day to APW to recognize the changes in job titles in the workplace.

Are you planning an event soon? Would you like some tips to make it easier? The board has a deal for you! "Event Planning" is our May program topic. It will be presented by Christine Hatch, Outreach Manager for Massachusetts Broadband Institute.

The May meeting is also our chapter's annual meeting. The officers and committee chairs will report on their year's activities. To save time and to insure that all members receive this information, this information will be emailed to all members prior to our May 4th meeting.

Officers for the 2011-2012 year will be elected at our May meeting. I am happy to report that the Nominating Committee has a full slate of officers to present.

I look forward to seeing many of you on May 4th at L.A. Roberts in North Attleboro. Guests are always welcome at our meetings, so please share your invitation with friends and co-workers.

Gerry

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Crossroads Chapter

May 4, 2011

L.A. Roberts

**Corner of Washington Street (Route 1) and
Chestnut Street, North Attleboro**



Event Planning

Presented by Christine Hatch

This meeting is also our annual meeting and election of officers.

Please RSVP to Diane Souza,
souza@masstech.org.

Certification Study Group



Crossroads has three members who have been preparing for the Certification Exam since January. We wish them the best.

President – Diane Souza
Vice President – Dorothy Raymond
Secretary – Julianna Fanning
Treasurer – Maxine Frutkoff

Nominations will also be accepted from the floor should any member decide they would like to run for office.

Crossroads Chapter's Administrative Professionals Week Workshop

“Attitudes are Contagious! Is yours worth catching?”

Crossroads marked APW a little early this year with our April 16th workshop. I will admit we may have chosen the wrong week because it began the Patriot's Day long weekend. Turnout was light but Janet Letourneau of Peak Performers gave us an excellent workshop on Attitude. I believe we all came away with new insight on attitude and how positive and negative attitudes that we or others project can affect us.

Crossroads Bylaws Amendments



Members will receive a copy of the amendment to the chapter's Standing Rules that the Bylaws Committee will propose at the May meeting.

2011-2012 Slate of Officers

The Nominating Committee is pleased to announce that we have a full slate of officers for the 2011-2012 IAAP year.

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 further review of the requirements for Chapter of Excellence, it looks like the chapter will need at least fulfill one more requirement. We will not know until late June if we meet all qualifications.

Member of Excellence

Have you completed your Member of Excellence form yet?

Try your hand at these sample Certification questions!

(Answers will be found on the last page)

1. Gains and losses are reported on the
 - a. balance sheet
 - b. equity statement
 - c. Income statement
 - d. Sales budget
2. Individuals from low-context cultures rely on
 - a. Implicit nonverbal actions
 - b. Environmental stimuli
 - c. Written communication
 - d. Building relationships
3. Revenue is which one of the following:
 - a. Cash receipts
 - b. Enforceable right to receive assets from completed performance
 - c. Collection of accounts receivable
 - d. Customer deposits on contract services

May 6 & 7 – Certification Exam – Part 4 on May 6 and Part 1-3 on May 7. – Good luck candidates!

June 1, 2011 – Crossroads Meeting – Program: *Keyboard Shortcuts* Presented by Marie McCooey librarian for BREVIS software, L.A. Roberts, corner of Route 1 and Chestnut Street in North Attleboro.

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, 65 Blackberry Road, North Attleboro. Setup - 8 a.m. Sale 9 a.m.-1 p.m.

July 24-27 – Educational Forum and Annual Meeting (EFAM) – Montreal, Canada

Thank You



Box tops have been delivered to St. Mary’s/Sacred Heart school in North Attleboro. The entry form has been

completed and submitted to Avery. The board would like to thank everyone who participated in this program. St. Mary’s Sacred Heart school has also thanked the chapter for their donation.



Coming Events

May 4, 2011 – Crossroads Chapter meeting and election – Program: *Event Planning*. Presented by Christine Hatch, Outreach Manager for the Massachusetts Broadband Institute. L.A. Roberts, corner of Route 1 and Chestnut Street in North Attleboro.



Certification Questions Answers

1. (C) 2. (C) 3. (B)

Did you know?

Most companies believe that continuing education for their employees equals

80% Employee + 20% Employer

Where are you getting your 80%? IAAP chapter meetings and events can help you with your percentage.