

President's Corner



I'm thinking spring! It's just around the corner. Time to check our goals to see if we are "on track" and to look to the future.

We are more than halfway through the 2010-2011 IAAP year. One of our goals was to have most of our programs qualify for recertification points. Six programs have qualified for one recertification point each, and our workshop has qualified for 3.5 recertification points. We have one more program that should qualify for points. This will give us a total of 8 programs that fit the bill.

Another goal was to increase awareness of IAAP and the Crossroads Chapter in our area.. We continue to work on this goal. Our Crossroads website hits continue to increase, and we have meeting information published in *The Sun Chronicle* and the Regional Chamber of Commerce newsletter. Several members attend Chamber Business After Hours events to promote the chapter as well. A large mail was sent to area companies in November. Now I am turning to each of you to help spread the word. Please consider sharing information about our Administrative Professionals workshop with your friends and co-workers.

The February meeting and program was great! We learned a lot about *Marketing Your Business Via Social Media* from Sheila. It was fun seeing pictures from the installation of our chapter as we marked our 13th anniversary.

Darren Linder, one of my co-workers from Columbia Management will be the speaker at our March 2nd meeting. The topic will be *Generations in the Workplace*. This is a

subject I find fascinating. We will learn about what motivates each of the generations. This information should help us to understand each other better and to improve our communication.

It's also time to think about who will lead the chapter for the 2011-2012 IAAP year. This is an opportunity for each of you to gain or polish your leadership skill. Please think about how you can help Crossroads continue to move forward.

Gerry

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Welcome!

Please join me in welcoming our newest member, Marilyn Mygan. Marilyn works for the MIT Endicott House in Dedham, MA.



Please join me in congratulating Claudia Rapoza on her new job! Claudia is the Payroll/Office Administrator at Braza & Mancini, Inc. in Milford, Ma.

Meeting Notices to be sent via

evite

Watch for your **e**vite for the March 2nd meeting!



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!

All officer positions are open. We do have two people who have already come forward and are willing to serve on the Crossroads Board for the 2011-2012 IAAP year. Diane Souza has put her hat in the ring for President and Dotti Raymond has put her hat in the ring for Treasurer. If you would be willing to serve in either of these positions, you can add you hat as well. We also need members to serve a Vice President and as Secretary. Committee positions are appointed by the new president with approval of the board.

How can you add you hat to the slate of officer? Easy just let Gerry Brunell know you are interested by calling 508-695-1914 or emailing Gerry at mgbrunell@comcast.net. If you have any questions about the officer positions, please contact Gerry.



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.



Next Meeting
March 2, 2011
L.A. Roberts
Route 1 and Chestnut Street

North Attleboro, MA

Networking - 5:30 p.m.

Business Meeting - 6:00 p.m.

Dinner – 6:10 p.m.

Program – 7:00 p.m.

IAAP Members \$22.00

Guests - \$25.00

Attend Program Only

Members \$7.00 Non-Members \$10.00

Generations in the Workplace

Presented by Darren Linder from
Columbia Management



Today for the first time in history of the American economy there are four distinct generations all working together. This multigenerational workforce has different characteristics, traits, behavior patterns and strengths that at times can lead to a growing sense of generational enmity and “Us” vs. “Them” generational groupings. In order to ensure that our workplaces are a positive, productive environment we must understand, respect and manage to the unique characteristics, traits, behavior patterns and strengths of our cross generational workforce.

During this one hour session we will discuss the characteristics of the each of the generations, highlight general and cross generational management implications and identify best practices to utilize in bridging generational gaps.

Part 2 – Office Administration

1. The first step in establishing an effective records management system is to:
 - A) appoint an employee to oversee the system
 - B) conduct an inventory of all the organization’s records
 - C) determine if the organization’s records are subject to any federal or state statutes
 - D) obtain a written statement of support from top management
2. Which one of the following would offer a satisfactory closing to a negative news message?
 - A) We hope the enclosed materials will explain our policy/
 - B) If we can be of further assistance, please let us know.
 - C) I trust you will continue to let us help you with your maintenance products in the future
 - D) We look forward to working with you staff on a future project.
3. The best type of shredder to use to destroy sensitive material is a/an:
 - A) Strip-cut
 - B) Industrial strength cut
 - C) Crosscut
 - D) Spaghetti cut

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

(Answers will be found on the last page)

Deadline is fast approaching!



In order to comply with the rules for this contest, please bring your box tops to the March meeting or the April workshop or mail them to Gerry Brunell, 65 Blackberry Road, North Attleboro, MA 02760 by April 16.

Here are some products that provide Box Tops for Education.



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**

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



Shortcut Keys – What do they do?

Does heavy use of your computer mouse result in arm and neck muscle pain? Relieve that pain by using keyboard shortcuts. You probably already use Ctl+C to copy and Ctl+V to paste as well as Ctl+P to print. There are 1001 shortcut keys. Come to the June meeting to learn about move shortcut keys from our June speaker, Marie McCooey. Mark your calendar today for June 1! See you there.



Coming Events

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

**March 16, 2011 – Crossroads Board Meeting
6:30 p.m. at Panera at the Target Plaza in
Plainville, MA**

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, 211 – Crossroads Chapter meeting – *Event Planning.* Presented by LuAnn Spooner from the Massachusetts Technology Collaborative.

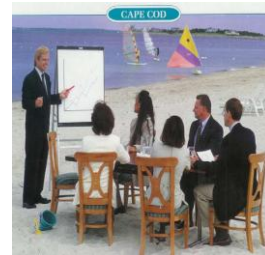
"Individual commitment to a group effort - that is what makes a team work."

-- Vincent Lombardi



Certification Questions Answers

1. (B) 2. (B) 3. (D)



**A Wealth of Opportunities by the Sea
GNED Conference & Annual Meeting**

June 3-5, 2011

**Sea Crest Beach Hotel
Falmouth, MA**

GNED Division Fundraiser

Amazon.com Affiliate Program

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