



Message from President McLaurin

It's hard to believe we are in 2012 – where did 2011 go! We have had a very successful first half and I am looking forward to finishing this term in the same spirit as we started on July 1, 2011. I am so proud and thankful for the Delaware Chapter. You have helped me grow in so many ways and I truly appreciate it. Being elected to this high office is one of my best accomplishments.

One of my rituals going into the New Year is to get rid of the old to make room for the new (Spiritually, Mentally and Materially. Trust me, I know how hard it is. But after watching the television show “Hoarders”, it opened my eyes to how much stuff we hang on to.

As with anything, getting rid of clutter can be made incredibly simple: just go through your stuff, one section, closet, drawer, or shelf at a time, and get rid of everything that isn't absolutely essential, that you don't love and use often.

Of course, simplifying a process like that isn't terribly useful to many people who struggle with clutter. So, with that in mind, I have 15 tips for de-cluttering.

1. De-clutter for 15 minutes every day.
2. Don't allow things into the house in the first place.

3. Donate stuff you're de-cluttering.
4. Start at the corner by the door and move your way around the room.
5. Whenever you're boiling the kettle for tea, tidy up the kitchen.
6. Use the “one in, two out” rule.
7. Make your storage space smaller.
8. Clothing rule: If you haven't worn

an item in 6 months, sell or donate it.

9. The One-Year Box. Take all your items that you are unsure about getting rid of - put them in a box, seal it and date it for 1 year in the future. When the date comes, and you still didn't need to open it to get anything, donate the box WITHOUT OPENING IT. You probably won't even remember what there was in the box.

10. De-clutter one room at a time.

11. Keep a list in your planner labeled “Don't Need It – Don't Want It.” When you're out shopping and run across some kind of gadget or other item you crave, note it down on the list. This will slow you down long enough to reconsider. Also, seeing the other things on the list that you nearly bought on impulse really helps.

12. Internalize that your value is not in your “stuff”. It is just “stuff. Hoarding is a selfish act.

13. Have someone else (who you trust!) help you go through things.

14. Gift everything.



In This Issue

President's Message	1
Chocolate	2
Nature of the Work	3-4
10 Reasons	5
Recipe Corner	5
Gift of Time	6
APW Theme	7
Chapter Meetings	7
Getting Good Service	8
Walking on Water	8
APW Save the Date	9
Feb. Registration	10
Spring Conference	11



Six Ways to Make People Like You

1. Become genuinely interested in other people.
2. Smile.
3. Remember that a person's name is, to that person, the sweetest and most important sound in any language.
4. Be a good listener. Encourage others to talk about themselves.
5. Talk in terms of the other person's interest.
6. Make the other person feel important – and do it sincerely.



Since I always said chocolate should be declared a vegetable, I thought you would find this interesting.

Researchers find link between food preferences and personality

If you have a sweet tooth, you may have a sweeter personality. That's the finding of U.S. researchers who conducted a series of experiments that compared people's tastes for sweets with their behavior. One test found that people who ate chocolate were more likely to volunteer to help another person in need, compared to those who ate a cracker or no food. Another test found that people tend to believe that people who like sweet foods are also more agreeable or helpful, but not more extroverted or neurotic. "Our results suggest there is a real link between sweet tastes and pro-social behavior. Such findings reveal that metaphors can lead to unique and provocative predictions about people's behaviors and personality traits," Michael D. Robinson, a psychology professor at North Dakota State University in Fargo, said in a university news release. [...](#)

The study was recently published in the *Journal of Personality and Social Psychology*.

"It is striking that helpful and friendly people are considered 'sweet' because taste would seem to have little in common with personality or behavior. Yet, recent psychological theories of embodied metaphor led us to hypothesize that seemingly innocuous metaphors can be used to derive novel insights about personality and behavior," Brian Meier, an associate professor of psychology at Gettysburg College, in Pennsylvania, said in the news release.

"Importantly, our taste studies controlled for positive mood so the effects we found are not due to the happy or rewarding feeling one may have after eating a sweet food," he added.

Meier, noting that the findings might not apply across all cultures, said similar cross-cultural research would be informative



Please visit the [DE-MD-DC](http://www.demddc-iaap.org/DEMDDCDivision/) Division website to read about and keep up-to-date on what is happening at our Division level.

<http://www.demddc-iaap.org/DEMDDCDivision/>

OFFICE PROFESSIONALS

Nature of the Work

As the reliance on technology continues to expand in offices, the role of the office professional has greatly evolved. Office automation and organizational restructuring have led office professionals to increasingly assume responsibilities once reserved for managerial and professional staff. In spite of these changes, however, the core responsibilities for office professionals have remained much the same: performing and coordinating an office's administrative activities and storing, retrieving, and integrating information for dissemination to staff and clients.

Office professionals perform a variety of administrative and clerical duties necessary to run an organization efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and e-mail. They may also handle travel and guest arrangements.

Office professionals use a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, office professionals often use computers to do tasks previously handled by managers and professionals; they create spreadsheets, compose correspondence, manage databases, and create presentations, reports, and documents using desktop publishing software and digital graphics. They may also negotiate with vendors, maintain and examine leased equipment, purchase supplies, manage areas such as stockrooms or corporate libraries, and retrieve data from various sources. At the same time, managers and professionals have assumed many tasks traditionally assigned to secretaries and administrative assistants, such as keyboarding and answering the telephone. Because office professionals do less dictation and word processing, they now have time to support more members of the executive staff. In a number of organizations, office professionals work in teams to work flexibly and share their expertise.

Many office professionals provide training and orientation for new staff, conduct research on the Internet, and operate and troubleshoot new office technologies.

Cont'd on pg 4

Cont'd from pg 3 Nature of the Work

Specific job duties vary with experience and titles. Executive office professionals provide high-level administrative support for an office and for top executives of an organization. Generally, they perform fewer clerical tasks than do secretaries and more information management. In addition to arranging conference calls and supervising other clerical staff, they may handle more complex responsibilities such as reviewing incoming memos, submissions, and reports in order to determine their significance and to plan for their distribution. They also prepare agendas and make arrangements for meetings of committees and executive boards. They may also conduct research and prepare statistical reports.

Some office professionals, such as legal and medical secretaries, perform highly specialized work requiring knowledge of technical terminology and procedures. For instance, legal secretaries prepare correspondence and legal papers such as summonses, complaints, motions, responses, and subpoenas under the supervision of an attorney or a paralegal. They may also review legal journals and assist with legal research—for example, by verifying quotes and citations in legal briefs. Additionally, legal secretaries often teach newly minted lawyers how to prepare documents for submission to the courts. Medical secretaries transcribe dictation, prepare correspondence, and assist physicians or medical scientists with reports, speeches, articles, and conference proceedings. They also record simple medical histories, arrange for patients to be hospitalized, and order supplies. Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures. Other technical secretaries who assist engineers or scientists may prepare correspondence, maintain their organization's technical library, and gather and edit materials for scientific papers.

Office professionals employed in elementary schools and high schools perform important administrative functions for the school. They are responsible for handling most of the communications between parents, the community, and teachers and administrators who work at the school. As such, they are required to know details about registering students, immunizations, and bus schedules, for example. They schedule appointments, keep track of students' academic records, and make room assignments for classes. Those who work directly for principals screen inquiries from parents and handle those matters not needing a principal's attention. They may also set a principal's calendar to help set her or his priorities for the day.

Some office professionals, also known as virtual assistants, are freelancers who work at a home office. They use the Internet, e-mail, fax, and the phone to communicate with clients. Other duties include medical or legal transcription, writing and editing reports and business correspondence, answering e-mail, data entry, setting appointments, making travel arrangements, bookkeeping, and desktop publishing.

Excerpted from [The Occupational Outlook Handbook 2010-2011 Edition](#)

You must first be who you really are, then do what you need to do, in order to have what you want. – Margaret Young



If you place a wooden spoon over a pot of boiling water, it won't boil over.

10 Good Reasons to Attend a Chapter Meeting or Event

1. You are important to the chapter; your absence will be felt.
 2. It's vital to support your teammates. You might need them to support your ventures in the future.
 3. You never know when and where opportunity will be knocking.
 4. Your presence is essential for relationship building.
 5. Valuing IAAP activities is imperative for future growth.
 6. We owe it to fellow members to participate.
 7. Joining IAAP at the chapter level is a commitment to the group.
 8. Get a full return on the investment.
 9. There's always something new to learn and experience.
 10. Voice your concerns and give suggestions before the chapter is committed to a course of action. Create, don't just critique.
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We're on the web:

<http://delawarechapter.iaap-hq.org/DelawareChapter/Home/>

Sausage & Pepperoni Pizza Puffs

Adapted from Everyday Foods

3/4 cup flour
3/4 tsp baking powder
1/2 tsp garlic powder
3/4 cup whole milk
1 egg, lightly beaten
4 oz mozzarella cheese, shredded (about 1 cup)
2 oz mini turkey pepperoni, (about 1/2 cup)
4 oz low-fat sausage, cooked and crumbled
1/2 cup pizza sauce

Recipe Corner

Pre-heat the oven to 375°. Grease a 24-cup mini-muffin pan. In a large bowl, whisk together the flour, garlic powder and baking powder; whisk in the milk and egg. Stir in the mozzarella, sausage and pepperoni; let stand for 10 minutes.

Stir the batter and divide among the mini-muffin cups. Bake until puffed and golden, 20 to 25 minutes.

Meanwhile, microwave the pizza sauce until warmed through. Serve the puffs with the pizza sauce for dipping.



CUSTOM CAKES BY LAURIE



If you need a cake for any occasion, please give me a call and I will customize to your needs. I can make up to a 12 x 18 sheet cake, triple layer cake, character cakes and many more. I have an awesome peanut butter frosting! Call 302-463-1255

The gift of time - Steven B. Cloud

As we look into *2012* we look at a block of time. We see 12 months, 52 weeks, 365 days, 8,760 hours, 525,600 minutes, 31,536,000 seconds. And all is a gift from God. We have done nothing to deserve it, earn it, or purchased it. Like the air we breathe, time comes to us as a part of life.

The gift of time is not ours alone. It is given equally to each person. Rich and poor, educated and ignorant, strong and weak—every man, woman and child has the same twenty-four hours every day.

Another important thing about time is that you cannot stop it. There is no way to slow it down, turn it off, or adjust it. Time marches on.

And you cannot bring back time. Once it is gone, it is gone. Yesterday is lost forever. If yesterday is lost, tomorrow is uncertain. We may look ahead at a full year's block of time, but we really have no guarantee that we will experience any of it.

Obviously, time is one of our most precious possessions. We can waste it. We can worry over it. We can spend it on ourselves. Or, as good stewards, we can invest it in the kingdom of God.

The new year is full of time. As the seconds tick away, will you be tossing time out the window, or will you make every minute count?

Submitted by Carol P. Thomas



2012 Administrative Professionals Week Theme

IAAP is excited to announce the theme of the 2012 Administrative Professionals Week and Day: "**Admins, the pulse of the office.**"

Administrative Professionals Day will mark its 60th anniversary on April 25, 2012. Over those decades, the job of an administrative professional has changed dramatically thanks to new tools, techniques and seismic shifts in the economy and culture itself. But admins have remained the steady center of efficiency through it all, helping ensure that jobs get done right, on time and under budget. Admins are one of the engines of business, particularly in a complex economy. In a world that demands the accurate and speedy movement of digital information, admins are masters of data. And they do this while maintaining their more traditional role as the gatekeepers for many customers, clients and employees.

Quite simply, admins are the pulse of the office.

As in previous years, the association is developing a number of materials around the 2012 APW/APD theme, all of which will be released over the next few weeks and months. We will reveal the new theme logo in December.

-- Submitted by:
Laurie Cozens CPS/CAP

CHAPTER MEETINGS

February 7	Chapter Meeting Bring Order to Chaos Presenter: Avery Presentation- 1 recertification point	Christiana Hospital
February 7	Chapter Board Meeting	Christiana Hospital
February 15	Certification Deadline	
March 6	Chapter Meeting Corporate/Employer Appreciation R	Christiana Hospital
Evening		
March 20	Chapter Board Meeting	Christiana Hospital
April 3	Chapter Meeting	Christiana Hospital
	April APW Open House	
April 22-28	Administrative Professional Week	
April 25	Administrative Professional Day New Castle County Chamber of Commerce & Delaware Chapter Event	Embassy Suites
May 4-5	Certification Exam	Various Testing Centers
May 1	Chapter Meeting 2012-2013 Officer elections Microsoft Office 2007-2010 – Presenter Stephanie Foster	Christiana Hospital
May 15	Chapter Board Meeting	Christiana Hospital
June 5	Chapter Meeting Installation of Officers 2012-2013	Christiana Hospital

Getting Good Service

Are you fed up with the poor service you seem to experience everywhere?

Well, have you ever considered that you may be part of the problem? Here are some tactics you can use to get better service.

1. Be sure to treat the service provider as a person not an obstacle that is in your way. Avoid grumpy body language. Be friendly and approach them with a smile, not a scowl.
2. If you are there to complain about something or have a problem, I find that saying, "I really need your help," is a good way to start. Most people will respond positively to that because it makes them feel worthwhile when they are able to help someone.
3. State your problem in a controlled, even-tempered manner. Above all, don't raise your voice or yell at anyone. That will get you nowhere.
4. Be very clear about what you want out of the encounter. Do you want your money back or an apology? All too often, all customers really want to do is complain to someone and get their anger out. I repeat, that will get you nowhere.
5. When applicable, assure the customer service provider that you know it is not their fault but that you are very upset about the situation.
6. In non-complaint situations, try to develop some rapport with the employee. "Wow, it's really busy in here today. They should get you more help!" Smile. Compliment the employee on their knowledge, helpfulness, dress, or grooming. Life is an echo you get back what you send out.
7. And stay off your smart phone! It is so rude to expect someone to serve or help you when your attention is elsewhere. It sends a very negative message to the service provider and says that you feel they are just someone there to serve your needs. And that leads to rude service.

Of course, not all of these work all the time, but I have found that most of the time they do.

From Peggy Morrow's E-Zine

Walking on Water

Two preachers and a deacon decided to go fishing. The deacon looked up to these men of God, thinking that they were so holy that they could walk on water. They gathered at the lake and shoved off from the shore in the boat.

When they arrived at the middle of the lake, one pastor asked the other, "Where's the bait?" The other pastor said that he didn't bring any, and the deacon replied the same. That's okay," the first pastor said, "I'll just walk over there to the bait shop and buy some worms." He then stepped out of the boat and walked across the lake to the little store, bought some worms, and returned, walking on the lake. "Wow," thought the deacon, "he really can walk on water. I hope to have faith like that some day."

Later the other pastor asked if anyone was thirsty. They both replied with a yes. "I'll be right back with something to drink for us all." He stepped out of the boat and walked across the water to the store and returned with drinks for everyone.

The deacon again thought, "Wow, I hope to have faith like that some day." As he fished, the deacon thought much about his faith. He then jumped to his feet, informing the two pastors that he was going for some snacks and he'd be right back. He stepped over the boat and sunk to the bottom.

As he came up gasping for air, the one pastor said to the other, "Should we tell him where the rocks are?"

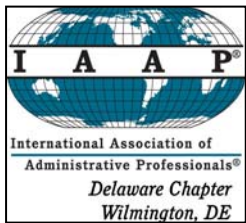


"You're fired, Jack. The lab results just came back, and you tested positive for Coke."



Mark your calendars with these important dates

Tuesday, March 6, 2012



The Delaware Chapter of IAAP & Sheraton Wilmington South would like to invite you to join us for our annual Executive/Corporate Night. Networking Reception – 5:45p.m. and Program - 6:30 p.m. at the new Sheraton Wilmington South, 365 Airport Road, New Castle, DE 19720. We will have an opportunity to tour the new facility as part of our evening. Invite your executive and other administrative professionals to join us.

Wednesday, April 25, 2012



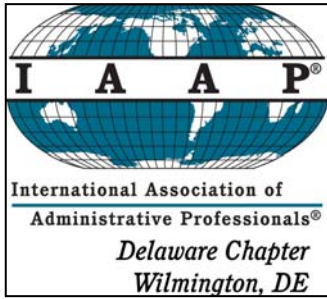
New Castle County Chamber of Commerce

Administrative Professionals Day Breakfast

8:00 – 10:00 AM at the Embassy Suites, Newark, DE \$25 per person

Celebrate – Educate – Motivate

stay tuned for registration information and Administrative Professional of the Year applications



Ride the Bus to Remarkable

February Chapter Meeting
Tuesday, February 7, 2012



A new year, a new you
Attend the Avery Dennison

Get Organized Seminar

Presented by Debbie McBride

1 Recertification Point offered

TIME: 5:45 Networking
6:00 Dinner
6:30 Program

WHERE: Christiana Hospital
Conference Rm. #1E80
4755 Ogletown-Stanton Rd
Newark, DE 19718

COST: \$15.00 Dinner and meeting

No Charge meeting only

Menu: Homemade Chicken Vegetable Soup, Chicken Caesar Salad, Homemade Pound Cake and Fresh cut up fruit

E-mail reservations will be accepted through Wednesday, February 1st. E-mail rmiller_iaap@comcast.net will serve as confirmation of attendance. See Cancellation Policy below.

Please send checks payable to "IAAP – Delaware Chapter" no later than February 1, 2012 to Roberta Miller, 423 Longfield Road, Newark, DE 19713.

Member Name: _____ Phone: _____

Company: _____ E-mail: _____

_____ Dinner & Meeting @ \$15 a person

_____ Meeting Only (No charge for meeting only)

Guest Name: _____

Cancellation Policy – Reservation cancellations **MUST** be received at least 48 hours in advance of the meeting. If we confirm a meal reservation for you, you are responsible for payment to IAAP Delaware Chapter whether or not you and/or your guest attend the meeting.



SPRING CONFERENCE

Admins
Star
In Support

It's time for
administrative
professionals to step
into the spotlight.

Las Vegas
March 4-7

**Early bird
registration is now
open for IAAP's
2012 Spring
Conference.**

Register for the 2012
Spring Conference by Jan.
31 to guarantee the best
possible deal and a spot
at the best professional
education event available for
admins. Go to Las Vegas and
become an office superstar.

iaap-hq.org/events/conferences/spring

Brought to you by

