

# EAST COAST EXCELLENCE

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## A Year of Change

The *buzzword* for the New IAAP year is **Change**. Changes are planned to Certification, Recertification, and Pathways to Excellence. Changes on how information is delivered to members. There is a wealth of Information now available on our Web Community about Webinars and Podcasts. The following is quoted from our 2010-2011 International President Mary Ramsay-Drow CPS/CAP:

“It is IAAP’s mandate to create and maintain a strong program that recognizes excellence in

the profession and tells the rest of the world that *these* are the best, the brightest of the admin workforce. To ensure that our program remains vital, it’s necessary for us to *focus* as tightly as we can, on what we do as an association. We changed our name to recognize that while our profession *encompasses* the secretarial field, it is also more. Our certifications must reflect that, and these changes will allow us to create more and more ways for us to recognize excellence in our field.”

Are you ready for Change?



## POSITIVE RESPONSES TO CHANGE



**F**ace your thoughts and feelings.

- Stay calm.
- Think your feelings through.
- Consider the impact

of your words.

- Understand that problems come with change.

**L**earn more about the change.

- Ask positive questions.
- Decide what will be challenging.
- Look for benefits.
- Look for success stories.



**E**xpress yourself in positive actions and words.

- Focus on the benefits.
- Use positive body language and voice tone.
- Help others see the benefits
- Avoid gripe sessions.

**E**xplore ways to make the change work.

- Contribute ideas.
- Solve problems one at a time.
- Plan time to learn new tasks
- Be patient.



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## Professional Development at the Division of Lifelong Learning

The Division of Lifelong Learning have some great learning opportunities offered again for Fall 2010 with a promise for more in 2011.

Below is a listing of some of the more relevant courses.

Certificate in Workplace Communications for Administrative Professionals. Modules include:

- Customer Service: Keep Your Customers Coming Back – October 28 with Don Crickard
- Stress Management October 7 with Carolyn Hapgood
- Communication at Work – December 7 & 8 with Doreen Whalen
- Change Management – December 6 with Facilitator Craig Matthews
- Conflict Resolution – Scheduled for Winter 2011

### New and Noteworthy

- Records Management
- Six Sigma
- Briefing Notes
- Critical Thinking for Administrative Professionals
- Building Your Communication Toolbox

### NEW and EXCITING

Lifelong Learning are offering some exciting new online courses this fall and winter. Check them out at [www.ed2go.com/mun](http://www.ed2go.com/mun)

Courses included are

- Administrative Assistant Applications
- Administrative Assistant Fundamentals
- Mastery of Business Fundamentals
- Keys to Effective Communication
- Individual Excellence

### Advantages of Online Courses

- You can access them any time 24/7
- You can do them from home or your office
- Inexpensive (ed2go courses average \$90 each)
- Instant Feedback
- Opportunity for group discussions and chat.
- Access to expert instructors

## Learning with Podcasts

### IAAP are making available Podcasts.

**Podcast** is an audio program, like a homemade radio show, that is made by someone and then posted to the Internet for you to download and listen to via iTunes or your iPod. Most of them are free for you to download and listen to. Pretty simple, right? (If you don't have itunes, don't worry—you can use any audio listening software to listen to your podcast)

**Free Podcasts from IAAP can be found at [www.iaap-hq.org](http://www.iaap-hq.org). Go to the Resources Tab and look for Podcasts.**

### Upcoming podcasts

- How to Get Noticed at Work
- Domestic Violence in the Workplace
- More Time for You



### Center for Professional Excellence

Specialized Information, Training, and Recognition Programs

Devoted to continuing success of today's professionals, McMurray's Center for Professional Excellence provides you with the flexibility you need to strengthen your skills, advance your career and celebrate your achievements. Our industry-leading products move you from where you are to where you want to be—all at a pace and investment level determined by your needs.

Visit the web site for additional information

[www.theofficeprofessional.com](http://www.theofficeprofessional.com)

## THE POWER OF YOUR PASSION

Though the odds may not be in your favor, you can do it. Though the challenges are great, you can make it happen. People will likely tell you it's impossible. Even so, you can find a way to make it possible and to make it real. When it means enough to you, then you can do it. When you are willing and committed and persistent, you will get yourself there. Look within yourself and find those values that you most earnestly desire to express with your life. The things that are most genuinely important to you are the things that will power your achievements. When you can put the power of your passion behind it, you will create it. Make the effort to find and to know that passion, and there is no limit to what you can accomplish.

Be utterly true to who you are. And fulfill your greatest possibilities.

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**PASSION & PURPOSE**  
EAST COAST ADMINS CHAPTER

Ralph Marston

Visit: <http://www.greatday.com/>

## Bad Break Room Behavior Can Leave a Lingering Impression



Bringing lunch to work has become an everyday occurrence for more and more workers because of the downturn. If you're among this group, mind your manners in the company kitchen. Workers polled in a recent survey by

OfficeTeam said the most annoying break room behavior is leaving a mess for others to clean up. Taking a coworker's food without asking came in second, followed by leaving expired or spoiled items in the refrigerator.

You may think your actions in the break room go unnoticed, but subtle behaviors can send a message about your consideration for others — or lack thereof. Here are five additional tips for minding your manners in the break room:

**Remember mom's advice.** If you spill something in the microwave or on the counter, wipe it up. It's also common courtesy to refill anything you've emptied in the kitchen, such as the coffee pot, utensils or a napkin dispenser. Leaving empty food containers or coffee mugs in the sink also is inconsiderate because it limits the amount of room colleagues have to clean their dishes or wash their hands.

**Spare the air.** You may love the smell of your famous "seafood surprise," but your neighbors probably don't share your enthusiasm. Avoid bringing extremely pungent foods to the office that could offend your colleagues' olfactory senses.

**Stake your claim.** Label your food with your name and the date. This will let people know the items are not department leftovers up for grabs and make it clear when the item should be taken home or thrown away.

**Get the hint.** Schedule alerts on your calendar so you'll remember to take home or toss out leftovers or groceries you've stored in the office fridge. You'll also help free up space for coworkers.

**Do a little dirty work.** Clean up around the break room even if someone else created the mess. By simply picking up a piece of trash or wiping the table, you'll set an example for others to follow and create a more pleasant and potentially safer environment for your colleagues. If you see an ongoing issue with break room etiquette, consider asking management to implement a staff policy or reinforce the rules of conduct.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

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WE'RE ON THE WEB!

[WWW.EASTCOASTADMINS.COM](http://WWW.EASTCOASTADMINS.COM)

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## East Coast Admins New Library

The following books were recently donated by *Eastern College*. If you are interested in borrowing any, please contact JoAnn Murphy

- 2007 Microsoft Office System Official Academic Course
- Administrative Procedures for the Canadian Office
- Business Law for Canadian Colleges
- Canadian Family Law by Malcolm C. Kronby 2001
- Developing and Managing a Successful Law Firm by Milton W. Zwicker 1995 Carswell
- Don't Sweat the Small Stuff
- Essentials of Business Communication Third Edition
- Forget Perfect by Lisa Earle McLeod
- Introduction to Business by Jeff Madura
- Microsoft Office Excel 2007 Official Academic Course
- Microsoft Office Excel 2007 Spreadsheets Level 2
- Microsoft Office Project 2007
- Microsoft Office Word 2007
- Microsoft Office Word 2007
- Comprehensive Concepts and Techniques
- Microsoft Outlook 2007 Introductory Concepts and Techniques
- Pocket Dictionary of Canadian Law Dukelow & Nurse
- Windows Internet Explorer 7
- Introductory Concepts and Techniques
- Working Smart by Schulman & Kowadlo



*Turning Jobs  
Into Careers*

### Mission and Values Statement

IAAP's **Mission**. Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

### Values

**Integrity**: We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect**: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability**: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication**: We cultivate and maintain excellence by remaining approachable at all levels, communicating opening and building strong relationships.

**Commitment**: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

**Seeking your contributions.** If you have an article, announcement or knowledge you want to share, please forward to jam@nl.rogers.com.

### IMPORTANT UPCOMING EVENTS

November 5 & 6, 2010—Certification  
Exam Dates

May 12—15, 2011—Canadian District  
Conference (CDC), Delta Beausejour,  
Moncton, New Brunswick

July 24 -27, 2011-International Educa-  
tion Forum # annual Meeting (EFAM),  
Montreal, Quebec (volunteers required)

