



A Little Dabble Do
Aishalyn Sayer, Treasurer

Chronologically speaking, I am 35 years old. Last year on my Birthday I told friends that I was halfway to 70! But as much as that thought might scare some people, it actually thrilled me. If I can experience half as much as I already had in 35 years, then I've still got a lot to look forward to!

I didn't always think that way though. I remember a couple of years ago I was really struggling with who I was as a person. I marveled at how people could be so passionate about one or two things in their life that it would totally consume them. It made me question what I was passionate about and I feared that I didn't have a passion at all.

I mentioned this to my boss one afternoon. He leaned back in shock and told me that I had been over-looking my passion this whole time. He told me that my passion was to DABBLE! He told me that I have no fear in trying new things, even if it is just to say that I've done it. He said that I am not afraid to fail at something nor am I afraid of continually learning new things, be it violin (only a handful of lessons, but I tried it), snowboarding, scuba diving, golfing, roller blading, volunteering, running, volleyball, hiking, travelling, reading, biking, hula hooping, dancing, knitting, singing, being the Treasurer for the IAAP and the list goes on.

He opened my eyes to see that what I thought of as unfocused, scattered hobbies is actually the enjoyment of new challenges and switching it up! After that epiphany, I'm proud to say that I realized who I am isn't what I do; it's how I feel inside! I found my passion because I accepted my reality. It's a new year. What will it bring for you? And when your birthday arrives this year, throw the word "age" out the window, and simply call it your "gauge."

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In the 2011-2012 year IAAP is celebrating its 70th anniversary. To celebrate there will be a special anniversary edition of the May/June issue of *OfficePro*, check the [IAAP International Library](#) for more information. Deadline to submit your story is February 6th, email officepro@iaap-hq.org and make sure to put "Anniversary" in the subject line.



January Meeting Summary

President **Kathryn Moes, CAP-OM**, called the meeting to order, welcomed our 37 members and 12 guests. Kathy noted that we have representation at the Western Canada Division (WCD) level, Nominations Chair – Dawn Becker, CAP-OM.

Kathy welcomed our newest members, Adeline Gentleman and Gia Tran.

Luzmarie Pineda gave the inspiration. She shared her personal story of job loss and the resulting feelings of shock and terror. Luzmarie decided to go back to school for a year to learn how the admin world had changed after being at the same workplace for ten years. Adult learning was challenging among the younger students but she made it and it helped her to attain her current position as an executive assistant. Luzmarie concluded with wishing everyone the best year for each of us, for our personal and working lives!

Elizabeth Faber, CAP-OM announced our dinner table topic: *What 2012 professional development goals do you have?* Several members are considering updating their computer skills and some are considering higher education in a related field.

While we enjoyed dessert [Brita Unger](#) of [HumanScale](#) dispelled some common myths about posture, lighting, and screen placement. Many of us are hunched over our keyboards, perched on the edge of our chairs and squinting to see our screens. She shared several examples of how the correct placement of our tools, furniture and person will help us to become more effective.

Dawn Becker, CAP-OM introduced this evening's guest speaker, [Krista Clive-Smith](#). Krista is an expert at organizing business and personal lives.

Krista starting off asking the audience if we thought we had a good work/life balance and then she asked who thought the idea of work/life harmony was really more appropriate? With the start of 2012 did we promise

ourselves that this year we'd get organized? Maybe we should be organized. We have to understand that it's a process, not an event, and it takes time.

Krista used a number of graphics in her presentation but they all carried the same message:

- ***Inflow > Use It > Outflow (let it go);***
- ***Ingest > Digest > Excrete;***
- ***Hot > Warm > Cold (zones)***

If you don't know where to start, the next time you walk into a room, look for the "low hanging fruit" and start with that. Start with what you can pick up, reach easily and make the decision to either use it or let it go.

Takeaways from Krista included keeping items like old trophies, concert tee-shirts, kid's artwork etc. in memorabilia totes, or take a picture and discard the item. Aim to bring each room to "zero" which is: everything has a place – everything in its place. Keep only things you use and love in your hot zones – at home, work and play.

Jill Goertzen, CAP-OM expressed the Chapter's appreciation.

The December meeting minutes were approved as submitted and the November financial statements were also approved as submitted.

Kathy recognized those members who have recently renewed their membership. Please refer to page 8 of the newsletter for a list of renewing members.

Kathy extended congratulations to Linsea O'Shea, CAP and Karoline Monkvik, CAP-OM on successfully attaining their CAP and CAP-OM designations.

If you'd like to be more comfortable at public speaking, [Kim Perry, CAP-OM](#) will be organizing a series of workshops in the near future, contact Kim for more information.

Kathy Moes, CAP-OM reviewed the upcoming IAAP Conferences:

- Spring Conference, Las Vegas | March 4-7
- Administrative Professional Day Breakfast | April 25
- Canada Divisions' Conference (CDC), Kitchener/ Waterloo | June 6-10
- Education Forum and Annual Meeting (EFAM), Grapevine, Texas | July 22-25

On February 23rd, [Meeting Planners International](#) (MPI) BC Chapter is hosting Training in Meeting and Events – T.I.M.E. conference at the Westin Bayshore Hotel, Vancouver.

Kathy invited Nominations Chair for the Western Canada Division (WCD) [Dawn Becker, CAP-OM](#) to brief the members on the upcoming WCD election. The deadline for nominations is February 29th. The election will be held at the upcoming Canada Divisions' Conference in June. Division leadership offers a rewarding, educational and enjoyable experience. Visit the WCD [website](#) to find out more about the exciting opportunities.

Dawn Becker, CAP-OM (on behalf of Maureen Glover, CAP-OM, Vancouver Chapter's Immediate Past President and Chair of the Nominations Committee) reviewed Nominations procedures for Chapter Officers 2012-2013. There are four positions to be filled: President, Vice President, Secretary and Treasurer. Contact [Maureen Glover, CAP-OM](#) for more information. The deadline for nominations is February 8th, 2012.

Kathy announced the date and location of the next Education Forum and Business Meeting will be on February 8th at the Coast Coal Harbour Hotel. The guest speaker will be Darci Lang, who will present "Focus on the 90% - Positive Work Relationships".



A Personal Message

Mary Boles
Chair of the Meet and Greet Committee

If you've attended a Chapter meeting recently, you may have noticed something a little different as you entered the meeting room. Each meeting, two members of the Meet and Greet Committee arrive early to welcome and greet members and guests, and to help make introductions, especially for first-time attendees.

It has been my privilege to chair our Chapter's first Meet and Greet Committee, and I'd like to express my thanks to the committee members: Carol Hannah, Vladimira Horvathova, Teresa Nesbit, Sigrid Otto, CAP-OM, Janka Sladeckova, Lindsay Stephens, and Meredith Williamson.

It is with mixed feelings that I am stepping down from the Committee due to an impending move. I have accepted the position of facilities administrator at the Okanagan Campus of the Justice Institute of British Columbia. So my husband and I will be packing up our cats, our belongings and relocating to Kelowna in early March. I'm excited to be embarking on a new adventure, but will miss our monthly Chapter meetings and the many friends I've made through the IAAP. Please keep in touch, and drop by for a visit if you find yourself in Kelowna. I promise to do the same!



Happy is my choice, what's yours?

Darci Lang

As a motivational speaker and a mom, I meet dozens of people every day. Some of them are happy and some not, some of them even grump at me; we've all been there. The gal who serves your coffee practically tosses it at you, or your co-worker gets snippy when you beat her to the printer. It's easy to "catch" their bad mood and reflect it back.

We can't control other people's moods; trust me I have tried. What I have learned is that we can change our reaction to them. Some people make a choice to be a positive person and some people have a harder time. And some just plainly don't want to be positive! Imagine, not wanting to be positive?

I have an imaginary magnifying glass that I can use to either focus on the positive 90% or the negative 10% of any situation. So when I "view" another person, I try to view them through my 90% magnifying glass, rather than through my judgmental 10% magnifying glass. Because the last time I checked I wasn't perfect and neither is anyone else. It has been a powerful tool for transforming how I "see" others, rather than letting their mood "ruin my day". I try to exercise some understanding, compassion or empathy for why they may be acting the way they are acting.

After a while, this becomes habit and we start to change the way we see people. Everyone has a life, the majority have really big lives; full of stress and responsibility. Your manager, your co-workers, your clients have stressful lives. Most of why they act the way they do at work is due to their lives outside of work. Some just have a more difficult time coping with all that is going on.

This is just one example of how my "Focus on the 90%" philosophy has changed my life and became the basis of my presentation. My challenge to you is to ask yourself

where you focus your magnifying glass; on the 90% that is positive and happy or the negative 10%?

*[Darci Lang](#) is an accomplished businesswomen; she has won and been nominated for over a dozen entrepreneurial and business excellence awards. Darci is the author of the bestselling book, *Focus on the 90%*. Darci will be our guest presenter at the Vancouver Chapter's February 8th meeting.*

Vancouver Chapter Executive 2011-2012

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Secretary

[Diane Basarich, CAP-OM](#)

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When You Don't Know What You Don't Even Know

Susan Fenner, PhD
**Manager of Education and
Events, IAAP**

How many times do we think we have the right answer...only to find out that we don't even know what we don't even know and boy, are we off base! Well, it happens to the best (and worst) of us. But here are some things you can do to pinpoint those nebulous areas and then set about filling the gaps.

- Don't feel you always have to be right. Sometimes, the greatest accomplishments come when you're wrong. As Edison said, "I now know 1000 ways not to build a light bulb", which led to his eventual success. Be open to new ways of looking at a problem and solving it.
- Do what you can to create an environment where it's okay to fail. Forget placing blame. Instead, examine what you'd do again and what you'd do differently next time. It's called an "attitude adjustment" and it will serve you well in life and business.
- If you have a question, ask! As they say, the only stupid question is the one not asked. Chances are, others are also thinking, "what the heck????", but are just too timid to ask for clarification, for risk of appearing dumb. Guess who the dummy actually is! You only learn by understanding and you only understand by questioning what you don't get.
- If it sounds too good to be true, it probably is. Ask others, "What am I not seeing?" Now is the time to find the flaw, while you are still in the planning stages. It will be cheaper and easier to fix.
- Get an outsider's opinion. There's a phenomenon called "group think." Members try to minimize conflict and reach a consensus decision without critical evaluation of alternative ideas or viewpoints. So, you can all end up going down the same road...but not the road that leads to your desired destination. Outsiders are often more objective because they aren't part of the group. They bring

new viewpoints and personal experiences to the equation.

- Google. This seems to be a solution to almost every dilemma I have nowadays. You'll find a wealth of information to peruse and see how others have tackled the same issue.
- Keep a file of cool ideas. Whenever you see something that pertains (even slightly) to things you are involved with and strikes your fancy, copy the link or clip the article and file it away for future reference. You don't have to keep reinventing the same things. Save time and energy and build on what has worked for others. It's okay to adapt. Sometimes a novel model will spark a whole new approach. Find relevant RSS feeds, subscribe to newsletters in your areas of interest, and regularly scan favorite web sites and publications.
- Expand your professional network. Track people who are leaders in the field and befriend them. With e-mail, your new BFF can be in the next cubicle or halfway around the world. Where they may not have responded to an inquiry letter years ago, they are likely willing to shoot off an e-mail with advice today. Technology has expanded all your horizons...and networks. And don't be afraid to start at the top and work your way down. What do you have to lose?
- Use web communities. I am on several list serves and I find them quite useful. This peer-to-peer sharing can be invaluable and save you heartache (not to mention heart burn). The IAAP web communities are a good place to start. Can't find a suitable group to address your question? Create a new community and invite sharp folks to join it. People love to share.
- Take refresher courses –self-study, virtual, or in a classroom. The rate of information/knowledge obsolescence is growing every year. Depending on your industry, what you know this month may be outdated the next. So, it is your responsibility to keep pace with information turnover. Once you stop learning, you stop!
- Find a mentor or someone you admire nearby who will help you fill in the gaps as they occur. This is especially important for those of us who learn best by hands-on. This person can show you in a few seconds

what might take you hours to read, absorb, and apply. But, be careful not to overuse your support pal and make sure that the arrangement is reciprocal. Give as much as you take.

If you are a certifiable don't-know-what-you-don't-know person, then you probably didn't bother to read this – you thought you knew it all! But, if you read the points and gleaned at least a few new insights, then you are well on your way to not knowing it all, but knowing where to find it all.



To be or not to be a Member of Excellence?

**By Kim Perry, CAP-OM
Vancouver Chapter P2E Champion**

So, was becoming a Member of Excellence (MOE) one of your IAAP goals for the year?

I'm on track to achieve my fourth consecutive year of MOE, however, please know that you *do not have to achieve your MOE in consecutive years, as that is not always a realistic goal.*

Beginning July 2011, the wording of criterion #6 changed, waiving the mandatory requirement for new members who joined in the current fiscal year (the criterion is still mandatory for renewing members). Even if you are a new IAAP member, this revised criterion has made it easier for you to achieve your MOE in your first year of membership!

Here are some reasons why you should strive to become a Member of Excellence for the 2011-2012 term.

Do it for your career!

Become a MOE to show your employer that you strive for professional excellence:

- ✓ Continuing education / improving your skills / becoming a more valuable employee
- ✓ Display certificate during performance evaluation

- ✓ Request letter from the Western Canada Division be sent to your employer for additional recognition

Do it for your future employment!

- ✓ Use MOE achievement on your resume and portfolio
- ✓ To be recognized for the pursuit of education and excellence in your profession

Do it for your association!

- ✓ Your Chapter needs 7% of its members to be MOE's to achieve the Chapter of Excellence
- ✓ Your Division needs 7% of its members to be MOE's to achieve the Division of Excellence

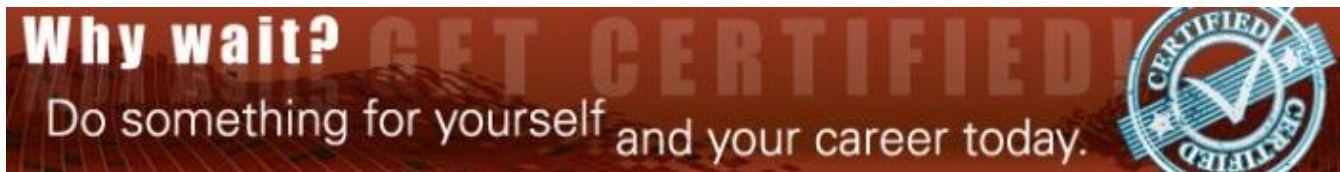
To learn more about the MOE program, please visit the association's [website](#).

Good luck on your Pathway to Excellence, whether personally or professional—you are MOST EXCELLENT!

If you have any questions about MOE, please feel free to email me at kimperry@shaw.ca or participate in the Web Community Pathways to Excellence eGroup.



Aishalyn Sayer and Carmen Cayer, CAP-OM at the registration table.



The Career Advantage

If you're looking for ways to help you get ahead in the workplace, stop here. We at IAAP offer two professional ratings for office professionals. The Certified Administrative Professional rating is the industry recognized standard of proficiency.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according to the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

The Institute for Certification believes that a top-level administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Why wait? Do something for yourself and your career today. Get certified!

CAP & Org Mgmt Exam Dates

Exam Dates: May 5, 2012 & Nov. 3, 2012

Deadline Dates: Feb. 15, 2012 & Aug. 15, 2012

[CAP & Org Mgmt Application](#)

[CAP Exam Guide](#)

[Org. Mgmt. Specialty Exam Guide](#)

[Job Function & Employer Statement](#)

[Exam Centers](#)

Technology Applications specialty now available

Take the next step in your career by attaining the Technology Applications specialty from IAAP. Earning the Technology Applications specialty demonstrates your commitment to continuing technology education. Make a difference in your career by earning the TA specialty from IAAP. Here's how: First, complete three of the Options Technology modules. The modules cover the Microsoft Office Suite including: Word, Outlook, Excel, Access, PowerPoint and Project. Following that, pass the test to receive a Microsoft certification in at least one of the Options Technology modules you completed. Then, submit the application and the fees for your TA specialty.

[Technology Applications Specialty Application](#)

[Frequently Asked Questions \(FAQ\) About Technology Applications Specialty](#)

Thank You

For Your Continued Support

14 yrs	Janice Lazarus, CAP-OM
11 yrs	Teresa Nesbitt
7 yrs	Debbie Basham
6 yrs	Phyllis Harber-Murphy, CAP-OM
4 yrs	Diane Basarich, CAP-OM
2 yrs	Sylvia Te Boekhorst
1 yr	Carol Hannah Wendy Johnson Meredith Williamson

For Your Generous Donations

ITEM	DONATED BY
Insight Mugs (2)	Chapter Member
Tee-Shirts (2)	Chapter Member
"Walk the Talk", Eric Harvey & Steve Ventura	Chapter Member
Scenic Address Book from Newfoundland & Labrador	Chapter Member
Clay Teapot /teacups	Chapter Member
Wine Glass Markers/trinkets (2)	Chapter Member
Full Size Note Book	Chapter Member
Smoked Salmon	Chapter Member
Chopstick Rests	Chapter Member
Coasters	Chapter Member
Jewel Tone Candle Set	Chapter Member

We greatly appreciate any items donated for our monthly draws. Please contact [Dot French](#) if you have an item to donate, but are unable to bring it to the next meeting.

Quotable Quotes

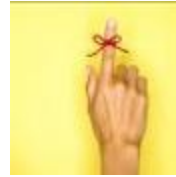
It is our choices ... that show what we truly are, far more than our abilities.

J K Rowling

IAAP Events – 2011/2012

Feb 8	Focus on the 90% - Positive Work Relationships Darci Lang, darcilang.com
Mar 14	Executive Appreciation Night The Value of the Exec/Admin Team Mark Wardell, Wardell Business Solutions
Apr 11	Annual Meeting Prepare and Deliver Presentations with Your Whole Brain Dragana Djurasic, radiantminds.ca
Apr 22-28	Administrative Professionals Week
Apr 25	Administrative Professional Day Breakfast Event with guest speaker Michelle Ray, CSP
May 5	CAP and CAP-OM Exams Registration Deadline: Feb 15, 2012
May 9	Vancouver Chapter's 54th Anniversary Negotiation Skills for Admin Professionals Felicia Lee, Candeo Communications Inc.
June 6	2012/2013 Executive Installation Leadership Skills for the Administrative Professional Dr. Gail Levitt, Sauder School of Business, UBC
June 7-9	Canada Divisions Conference (CDC) Kitchener-Waterloo, ON
July 22-25	Education Forum and Annual Meeting (EFAM) Grapevine, TX

And Finally...



Next Meeting

Our next meeting will be Wednesday, February 8th from 5:30 p.m. at the [Coast Coal Harbour Hotel](#), 1180 West Hastings Street. RSVPs are due to [Yuen Chow, CAP-OM](#) by Friday, February 3rd by noon. Our guest speaker this month is Darci Lang presenting on "Focus on the 90% - Positive Work Relationships".

IAAP-Fraser Valley Chapter

IAAP-[Fraser Valley Chapter](#) will meet on Wednesday, February 22nd at the Guildford Golf & Country Club, 7929 152nd Street, Surrey. Guest speaker, Linda Chu will present "Time Management: Gain Control & Stay Connected".

Submissions for the March 2012 issue of The Link are due by February 15th. Please e-mail your articles to Editor, [Julia Tennant, CAP-OM](#).

If you submit an original article (maximum 350 words, less with photos) it could be published in the newsletter, and you earn a point towards becoming a Member of Excellence (MOE)!



Calling all photographers....

If you regularly attend the monthly meetings and have a knack for taking great photos; the Editor, [Julia Tennant, CAP-OM](#), would love to hear from you.

