

The Office Professional



Volume 29, Issue 9

March 2002

Winter Park IAAP Chapter
Annual White Elephant / Silent Auction



March 12, 2002
See Page 3 for more details

Winter Park IAAP
www.virtualgateways.com/iaap

P.O. Box 33
Winter Park, FL 32790-0033

Message Line: 407.672.4331

"Your Definition for Success"

Chapter Program

More Details on Page 3

Features

From the President's Desk	2
Chapter Meeting	3
Mentoring Reminder	3
Heartsongs	4
Upcoming Election Facts	4
Calendar of Events	5
Easy Money	6
Most Valuable Professional	6
Websites Wanted	6
CPS/CAP Corner	6
Civic News	6
Winifred Writes	7



From the President's Desk

The Winner's Edge...

According to Denis Waitley, author of *The Psychology of Winning for the 21st Century*, "Time is the only resource or gift distributed equally to everyone while they are alive. Each human being in every time zone has precisely 168 hours a week to spend. Make today your moment of truth, your time to win."

Consider Mr. Waitley's advice...

- Winning is a state of mind---challenge timeworn assumptions and prejudices, and reflect on the vast potential within you.
- Attitude is the winner's edge---believe in yourself, and expect to achieve your goals and be successful.
- Winners always focus---set your goals, concentrate, and follow through.
- Winners take risks---step out of your comfort zone; take the initiative to make things happen, or you will never know your potential.
- Winning demands persistence---hang in there when times are tough.
- Winning takes teamwork---be a champion on cooperation, not competition.
- Winners empower others---understand the needs of people, and guide, energize, and excite others.
- Winners demonstrate integrity---always be honest and know that we become what we do.
- Winners never stop learning---continue to learn realizing knowledge controls access to opportunity and advancement.
- Winners never finish---remember life is an ongoing process and always under construction.



Collectively, our chapter members have 8,904 hours this week. If we would each share just a small portion of our time in IAAP service or leadership, just imagine how that experience would enrich our careers as administrative professionals and benefit the Winter Park Chapter at the same time! What will you do with your 168 hours this week?

*Doreen Miller CAP
President
Winter Park IAAP Chapter*

... *Winners are those people who make a habit of doing things that losers are afraid to do.*

Mark Your Calendars . . .

Plan to attend the live broadcast of the Annual Briefing for Administrative Professionals, which will be hosted by Walt Disney World at the Disney Institute on Administrative Professionals Day. The theme of this year's presentation will be "Take Care of Your Life". The keynote speaker is Suze Orman, contributor to NBC News' Today and author of "Nine Steps to Financial Freedom". Workplace experts will also join Orman to help you effectively prioritize your tasks and resolve conflicts to create a healthy work environment. There is no charge to IAAP members to attend this event. You won't want to miss this first-ever joint of the five Orlando area IAAP Chapters!

March Meeting

Dubsdread Golf Course

549 West Par Street
Winter Park

March 12, 2002

Networking

5:30 - 6:00

Dinner

6:00 - 6:30

Program

6:30 - 7:00

White Elephant Sale/
Silent Auction

7:00 - 8:30

Buffet

Beef Tips & Mushroom Caps
in Burgundy Sauce

Rice Pilaf

Sautéed Mixed Vegetables

House Salad

Rolls & Butter

Chocolate Cake

Cost: \$19.00

Checks payable to
Winter Park IAAP

RSVP to Marilyn Bell CAP

By 5:00 pm, Fri., Mar. 8th

Phone: 407.644.5366

Or Email:

marilyn@americanrepro.com

No shows for dinner will be
invoiced for the meal.

Dinner option -- no charge for
attending the program and

Chapter Meeting Program

"Your Definition for Success"

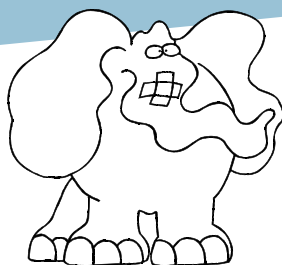
Presented by Debbie Eifert CPS

"Success is more than having it made...

It's being happy with what we've made...

and feeling proud of how we went about making it."

In this presentation, Debbie will guide us through the process of defining OUR definition for success. She will aid us in setting goals and realizing its importance in determining the path each of us must take to achieve our success. Will you know it when you've reached it? Finally, she will help us understand the essential ingredient to true success — integrity. Don't miss this opportunity to experience Debbie's presentation and learn more about YOUR definition for success.



Ways & Means Committee

WHITE ELEPHANT SALE/SILENT AUCTION

USED BOOK SALE

Do you have any new Christmas/birthday gifts that just aren't "you"? Well, here's your chance to give them a new home. Donate them at the March Chapter Meeting to help raise money for our chapter. Remember that items for the White Elephant sale must be wrapped, but the items for the Silent Auction **should not**. Also, bring any used books you wish to donate. Finally, don't forget to bring plenty of money. Cheryl (Haley) Hollister CAP will be our auctioneer again this year—let's keep her busy with the bidding.

Current fundraiser – Orders and money need to be turned in at the March meeting.

Linda Anderson CAP
Ways & Means Chair

Membership Committee

In August 2001, Karen Dettro CAP initiated the Chapter Mentoring Program. This program provides a mechanism for experienced members to build relationships with new members. The mentoring partnership benefits the experienced members by enhancing their professional and personal skills while enriching the Chapter with fresh ideas from the new members. Have you, Ms. Mentor, contacted your "Mentoree", inviting her to the next Chapter meeting? Are you available to answer questions about the Chapter? Remember, today's new member may become the next Chapter president. All that's needed is YOU extending the invitation.



Heartsongs!

We're always hearing about trying to find something good out of a bad situation. With that in mind, I've been thinking about the "good" part of being laid off. Here are some of things I came up with:

I have a wonderful, supportive husband who has a good, stable job and told me to "be patient" in my search for a new job.

I have a very supportive family and good, supportive friends.

For the first time since I've been working (29 years), I was able to enjoy the holiday season with a lot less stress.

I was able to watch Oprah. Now I'm sure you're all thinking, "she's lost more than her job!" Let me explain. As you may know, Oprah usually has good, informative shows. The one show in particular I was glad I was able to see was when Mattie Stepanek was on. Mattie is an 11-year-old boy with a rare form of muscular dystrophy who is so wise beyond his years. He's wheelchair bound, has a trach, and is on a ventilator and oxygen. In spite of all this, he is so positive and upbeat and happy to be who he is. Mattie has also been a poet since he was 3 and has two books of poems published: "Heartsongs" and "Journey through Heartsongs." Mattie's poems or "heartsongs," as he refers to them, are about a variety of topics—some silly, some serious, but all very prophetic.

My wish is to be even a tenth of the person young Mattie is. When I'm feeling sorry for myself, I have Mattie's poems to read to remind me of all of the wonderful things in the world. Seeing Mattie on Oprah and hearing his "heartsongs" is one of the best things that I have been able to experience since being laid off.

Linda Anderson CAP
Secretary

Upcoming Election Facts...

March - Members will elect a Nominating Committee at the chapter meeting.

March/April - All members with more than one year of service will be called by the Nominating Committee to determine interest in running for office. Election is a democratic process with all offices open except President. (President-Elect assumes that position automatically.)



April - The Nominating Committee prepares and presents a slate of officers to the members. (There may be more than one person running for an office.)

May - Elections are held during the chapter meeting. The incoming president appoints committee chairs after the election.

June - New officers are installed at the annual meeting.

July – New officers and chairs assume their duties.

The chapter year runs from July 1 to June 30.

Chapter Officers

President

Doreen Miller CAP
Phone: 407.563.6303
Email: Doreen_miller@cfins.com

President-Elect

Melanie Campbell
Phone: 407.889.8427 ext.226
Email: m.campbell@chcfl.com

Vice President

Cheryl Haley CAP
Phone: 407.740.6110
Email: cherylh@nodarse.com

Secretary

Linda Anderson CAP
Email: lmacpsc@earthlink.net

Treasurer

Tammy Hall
Phone: 407.679.7796
Email: tammyhall@philipcrosby.com

Florida Division Board of Directors

President

Betty Green CAP
Email: byetti@gbso.net

President-Elect

Debbie Wilkerson CAP
Email: dwilkerson@hubbard.com

Vice President

Ron Hyman CPS
Email: rjtampa3@yahoo.com

Secretary

Nan Grover
Email: nancfl@aol.com

Treasurer

Debbie Eifert CPS
Email: debeifert@philipcrosby.com

Southeast District Director

Sandra P. Chandler CAP
Email: sandy.chandler@suntrust.com

Winter Park IAAP 2001 - 2002 Committee Chairs

Awards & Recognition

Laurie Boehm CAP

Bylaws & Standing
Rules/Parliamentarian
Linda Fitzgerald CPS &
Bobbie Corbitt

Civic

Nancy Vobornik

CPS/CAP Service
Marilyn Bell CAP &
Linda Hayes CAP

Education

Cheryl Haley CAP

MVP
Melanie Campbell

Membership

Karen Dettro CAP

Newsletter
Debbie McKeown CAP

Committee on Nominations

Open

Social & APW
Marilyn Bell CAP

Program

Melanie Campbell

Publicity/Speakers Bureau
Judy Cornils

Scrapbook

Melanie Campbell

Ways & Means
Linda Anderson CAP

Website

Doreen Miller CAP

March 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2 President's Brunch
3	4	5	6	7	8	9
10	11	12 Chapter Meeting	13	14	15	16
17 St. Patrick's Day	18	19	20	21	22 Articles Due	23
24 31	25	26	27 Board Meeting	28	29	30

March Birthdays

2 Marjorie Fitton
22 Roberta Weaver
24 Veronica Fazio

March Anniversaries

'94 Beverly Bittner CPS
'96 Cynthia Lee CPS
'97 Mary Bell
'98 Janice Farmer
'98 Kim Carlson CPS
'99 Sylvia Ficarroto

April 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9 Chapter Meeting	10	11	12	13
14	15	16	17	18	19	20
Administrative Professionals Week						
21	22	23	24 Board Meeting	25	26 Articles Due	27
28	29	30				

Easy Money ...

Did you know Amazon pays Winter Park Chapter a referral fee every time someone places an order through our website? In addition to the bookstore, there is a baby shop, camera and photo shop, a kitchen shop, a DVD shop, an outdoor store, toy and game store, and even a tool shop. Our members have "shopped around" and found Amazon's prices to be quite competitive.

Why not access our website at:

www.virtualgateways.com/iaap,

click on the Amazon advertisement in the top left-hand corner of the site, do your shopping from your desktop, and support our Chapter, all at the same time?

Wanted . . . Favorite Websites

Do you surf the web for shopping bargains? Do you have a "Favorites" list larger than your address book? These websites could be ones you access for work or when researching a school paper. Send in your favorite websites and the websites will be featured in future newsletters.

CAP/CPS Corner

The CPS/CAP classes have started at Orlando Tech with approximately twelve students, several from the Winter Park Chapter. The Office Systems and Technology class will start on Thurs., March 14th. Anyone interested in this class should contact Barbara Thompson directly at (407) 246-7060, ext. 4930.

Preparing for the CPS/CAP exams is intense, but if attending classes doesn't fit into your schedule, the IAAP International website has a list of reference materials and online ordering available. The *Certification Review Guide* includes an outline of each exam part, sample questions, suggestions on how to study and the complete bibliography of recommended study materials. References listed in the *Guide* are actual college texts used to write examination questions. Check it out at www.iaap-hq.org.

IAAP Headquarters is sending the new MS Powerpoint presentation for the Winter Park Chapter to use at future orientations. If you would like to learn more about the CPS/CAP certification program, contact Linda Hayes CAP.



Most Valuable Professional (MVP)

There are many members in our chapter who have gone above and beyond in their efforts to make our chapter successful. In order to recognize

those efforts, the Winter Park Chapter has instituted the Most Valuable Professional Program.

This award is points based and open to all current professional members. It covers chapter / volunteer activities between April 1, 2001, and March 31, 2002.

At the March meeting, each member will nominate, by secret ballot, the person she believes is most deserving of the recognition.

Please give your utmost thought in selecting the member who you believe best exemplifies the characteristics of a *Most Valuable Professional*.

Contact Melanie Campbell at 407-886-9776 for additional information.

Civic Committee

Remember to bring your Hope Totes to the March meeting. The information letter distributed at the February meeting suggested several needed items. However, please add to the list if you have any other ideas. The donations will be given to the organizers the weekend of March 16th for Easter delivery.

At the April chapter meeting, we will be collecting office attire suitable for interviews. Everyone has something that they can donate. Whatever you have will be appreciated. Make sure they are very gently used, cleaned, placed on hangers and covered with a plastic bag.

Volunteers are needed for the annual Leu Gardens Spring Sale the weekend of March 23rd and 24th. Come out and share your "green thumb" talents or begin your horticultural career. Don't miss out on the great bargains on plants.



Contact Nancy Vobornik for more details.

Gardens remind us of children. You can admire other people's in an objective way, but nothing can compare to the satisfaction and pleasure derived from your own.

— Helen Gunn in Country Life, London



Winifred Writes ...

Next time you are writing business correspondence be careful not to fall into one of the ***Twelve Pitfalls of Business Writing.***

1. Too Many Words

One word is better than two. A good rule is to limit your sentences to fewer than 17 words. Edit ruthlessly.

2. Clichés

Avoid fad words and trite phrases like "input," "parameters," "utilize," "hopefully," and "enclosed please find."

3. Too Many Big Words

Keep your writing simple: use "home" instead of "abode," "face" instead of "visage," "use" instead of "utilize." Short words are better than long words. Try to be natural in your writing. Read your letters aloud after you write them; they should sound human and conversational.

4. Jargon

Avoid unexplained terms like "facilitator" and "interface."

5. Vague Expressions

Be concise and specific.

6. Condescending Statements

Write with warmth, as one human to another.

7. Sexist Language

Consider your reader (the salutation "Gentlemen" is outdated). Use "Dear Partners; Dear Directors; Dear Shareholders; Dear Members, etc. Traditionally "he," "his," and "him" were neutral pronouns, yet there are alternatives you can use to avoid offending your reader. Use "he or she" sparingly.

8. Negative Expressions

Stress the positive. Instead of telling what you can't do or don't have, provide good news.

9. Inattention to Detail

Triple check accuracy and quality. Re-read for typos and misspelled words.

10. Inattention to the Reader

Write in the first person when appropriate. Write in the second person when possible. Remember to write from the reader's perspective.

11. Lack of Commitment

Take a stand. Omit qualifiers --- "sort of," "rather," "quite," "somewhat."

12. Passive Construction

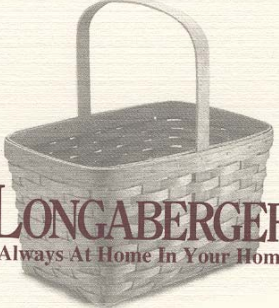
Use active verbs. The normal order for sentences is noun (performer of action), verb (action), and object (receiver of action). Example:

Passive – The check was signed by my boss.

Active – My boss signed the check.

Active construction is almost always more direct, more economical, and more forceful than passive construction.

Source: Better Business Writing by Susan L. Brock



Joanne Rhodes
Independent Sales Consultant
jrhodes257@aol.com
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Editor:
Deborah J. McKeown CAP
Office Phone: 407.825.3826 / Office Fax:407.855.3531
Office Email: dmckeown@goaa.org

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Deborah J. McKeown CAP
Tax Service Specialist

SHOPPES OF EASTWOOD
1945 S. Alafaya Trail, Orlando, FL 32828
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Printing and Postage donated by
Philip Crosby Associates II, Inc.



IAAP - Winter Park Chapter
P.O. Box 33
Winter Park, FL 32790-0033

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