

The Office Professional



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September 2001

Winter Park IAAP

www.virtualgateways.com/iaap

P.O. Box 33

Winter Park, FL 32790-0033

Message Line: 407.672.4331

WINTER PARK CHAPTER is pleased to announce its 3RD ANNUAL WAYS & MEANS VENDOR FAIR

Come shop with us and bring a friend too!

Tuesday, September 11, 2001
6:00 - 8:30 p.m. at the
Dubsdread Golf Course
549 West Par Road, Orlando

Get a head start on your Holiday shopping by purchasing products from
some of these fine vendors:

- Creative Memories
- Mary Kay Cosmetics
- Party Lite Candles
- Longaberger Baskets
- Home Interiors
- Weekenders Clothing

and more.....

CPS/CAP Recognition Ceremony

October 3, 2001

More Details on Page 3

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From the President's Desk

WHAT --- NO BANANAS?

According to Warren Evans CSP, a trends analyst and management expert, "If what we are doing is working --- then it is probably obsolete!" The world is changing so quickly, the average life of skills today is three years. To be successful as an administrative professional and as an IAAP chapter, we need to be fast, flexible, responsive, and innovative. It's been said that, "We cannot direct the wind, but we can adjust our sails." With that in mind, Mr. Evans suggests we let go of the past and challenge the rules of bureaucracy. How about these rules for starters...



Hot Dog Rules - Rules made and enforced so others don't need to think. Example: The restaurant policy that prohibits adults from ordering from the kiddie menu even if the customers are frequent, big-spenders.

Ladder Rules - Rules made years ago for a valid reason that no longer applies. Example: The fire department that always places a ladder against the front of the building first even if the fire is in the back of the building. Years ago, when multiple fire departments answered a fire call, the first fire department with a ladder on the front of the building got credit for extinguishing the fire.

Knee Jerk Rules - Rules created to control others. Example: The blanket memo sent to all associates advising associates to wear proper undergarments, including bras, because a new female associate is going braless and distracting co-workers and customers. Next thing you know, the men are complaining about their uncomfortable new underwear.

Banana Rules - Rules the boss made, but he doesn't even know he made them. Example: The upper level executive who receives a huge basket of fruit which has no bananas, and he jokingly comments, "WHAT, NO BANANAS?" Soon he is receiving hundreds of bananas because everyone thinks he loves bananas.

Ham Rules - Rules we follow that don't exist just because it has always been done that way. Example: The bride baking a ham and her new husband asks why she cut off an inch on each end before baking. She isn't sure, except that's the way her mother and grandmother always did it, when in fact the tradition started because Grandma's pan was too small to accommodate a full ham so she cut off the ends.

Let's challenge the rules and boundaries to look for better ways of doing things because...

***"We can't wait for the storm to blow over, we must work in the rain."* Anonymous**

*Doreen Miller CPS
President
Winter Park IAAP Chapter*

In memory of a magnificent man,

Philip B. Crosby (June 18, 1926 – August 18, 2001)

Philip Crosby's Secret To Success...

- Love God
- Love your fellow creatures
- Keep learning
- Set goals with numbers in them
- Be happy

We will miss you, Mr. Crosby.
Winter Park Chapter Members

Only visionaries can teach us to dream.
Only realists can teach us to accomplish.
We need both.

Anonymous

September Meeting

Dubsread Golf Course

549 West Par Street
Orlando

September 11, 2001

Networking

5:30 - 6:00

Vendor Fair/Buffer

6:00 - 8:00

Presentation/Business Meeting

8:00 - 8:30

Buffet Menu

Blackened Chicken Pasta Salad

Assorted Cold Cuts

Potato Salad / Macaroni Salad

Cole Slaw / Fruit Salad

Assorted Breads

Key Lime Pie

Cost: \$19.00

Checks payable to
Winter Park IAAP

RSVP to Marilyn Bell CAP

By 5:00 pm, Fri., Sep. 7th

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
business meeting.

CPS/CAP Recognition Dinner

The annual CPS/CAP Recognition Dinner will be hosted by the Greater Lake Mary Chapter on Wednesday, October 3rd, at 6:00 p.m. It will be held at the Marriott Courtyard, 135 International Parkway, Heathrow/Lake Mary.

The guest speaker will be Sandra Chandler CPS, Southeast District Director of IAAP. Her presentation will be the 2001-2002 theme, "Vision Without Boundaries". The cost is \$15 per person. Please call the chapter's message line at 407.333.3655 by September 26th for reservations. The "honorees" will be receiving their invitations in early September.



Welcome Mat

Please put out the welcome mat to all of our new members — **Barbara Fletcher, Julie Gadbois and Sherry Jenkins**. We're delighted to have these new members and look forward to their involvement with the chapter. Be sure to introduce yourself and exchange business cards.

This month's highlight is on **Sherry Jenkins**, another Gator fan in our midst! Many of you know Sherry from her involvement with Future Business Leaders of America. She organizes their national conference each year and does a great job. In fact, she has recruited many of us to judge various competitions.

Sherry is an instructor with Seminole Community College where she has been employed for 26 years. She joined the Winter Park Chapter because she was looking for a professional organization and "this one represents the field in which I help to prepare students who major in programs for administrative assistants". Sherry hopes to network and learn about what goes on in the "real" world today. She would like to see more student participation in the chapter.

Sherry is excited about being affiliated with the Winter Park Chapter IAAP and the feeling is mutual. She brings 26 years of experience in the education field, expertise in MS Office applications and organizational skills in planning special events. In return, we look forward to sharing our expertise with Sherry and to a mutually beneficial relationship.

Karen Dettro CPS
Membership Chair

THE FISH ARE COMING ...

THE FISH ARE COMING ...

**Get your fishing
pole ready!**

Watch for more details next month.

Division Leadership Workshop... ...Here's What You Missed

First, I must commend Debbie Wilkerson CAP for the wonderful job she did orchestrating the workshop. She took the initiative and organized the entire event held August 25th at the Radisson Orlando. Debbie once again made the impossible possible and did it with her always present smile and upbeat style.



Linda Hayes' father did a wonderful presentation on "Leadership Skills." Professor William Hepburn showed an informative video which explained the different leadership styles (manager and employee) and finished with several reading suggestions.

Next up on the agenda was Sandy Chandler CPS, Southeastern District Director, with the District updates, announcing the upcoming conferences to include the Southeastern conference to be held in Huntsville, AL, Oct. 25th – 28th.

Bill Castellano was also one of the presenters. You may remember him from our July meeting with the "Medicine Wheel". He again challenged us to guess which animal we were (Buffalo, Eagle, Mouse, or Bear). I would say at least three-fourths of the attendees were mice (the ever caring and concerned admins).

Our very own Debbie Wilkerson CAP spoke on "To CAP or not to CAP? That is the Question", with the help of Helen Adams CAP. The consensus on the CAP portion of the exam is to apply common sense to the situation presented. There are four answers to each question asked about the situation (two are incorrect, one would give you partial credit and the fourth is the best option). The stats on how many actually took the exam were not what International had expected; however, our very own chapter can proudly boast that seven members of the Chapter took the CAP exam and all passed.

The afternoon progressed with Janet Socher CPS, our past Florida Division President, giving us information on how to start a student chapter. And finally the invitation to the St. Petersburg chapter was given for the 2002 Annual Florida Division Conference, which will be the Florida Division's 50th Anniversary.

All and all the day was very informative and as usual we saw some old friends, made some new contacts and generally had an enjoyable time. I would highly suggest you try to attend the next Florida Division Leadership Workshop and definitely attend the Annual Florida Division Conference in St. Petersburg next year.

*Melanie Campbell
President-Elect
Winter Park IAAP*

Kudos to Laurie

Congratulations to Laurie Boehm CAP who recently earned the Microsoft MOUS Master certification.

Way to go, Laurie!

Special thanks to...

Dorothy Vandervalk for her donation to the WPC Scholarship Fund in honor of the installation of the 2001-02 Winter Park Chapter Board of Directors.

Chapter Officers

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**Winter Park IAAP
2001 - 2002
Committee Chairs**

Awards & Recognition

Laurie Boehm CAP

Bylaws & Standing
Rules/Parliamentarian

Linda Fitzgerrell 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 CPS

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 CPS

September

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

September Anniversaries

'91 Debbie Wilkerson CAP

'94 Laurie Boehm CAP

'00 Judy Cornils

October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3 CPS/CAP Banquet	4	5 RSVP Due	6
7	8	9 WP Meeting	10	11	12	13
14	15	16	17 Board Meeting	18	19	20
21	22	23	24	25 Articles Due	26 SE Dist Conf	27SE Dist Conf
28SE Dist Conf	29	30	31			

*Winter Park Chapter IAAP
A Cornucopia of Benefits —
Training, Networking,
Information and more*



**Fall Festival 2001
Tuesday, October 9, 2001**

**Dubsdread Country Club
549 West Par Avenue, Orlando**

5:30 - 6:45 p.m.

Networking and Information

6:00 p.m.

Buffet (\$19)

6:45 p.m.

**Program — “Keeping Your Balance”
John Hollis, Senior Trainer
Orlando Regional Healthcare,
Zenger-Miller**

7:45 p.m.

More Networking, Fun and Prizes

**RSVP by October 5th by calling
Marilyn Bell CAP at
407.644.5366 or email her at
marilyn@americanrepro.com**



... \$10 COUPON

**Join the Winter Park Chapter IAAP on the night of
the Fall Festival, October 9, 2001, and receive \$10
discount on membership!**

Civic Committee

Please remember to bring to our next meeting your business suits that you no longer wear. We will be donating them to the not-for-profit organization, “Dress for Success”, which supports women who need a suit to wear when going on interviews and starting new jobs. Check with other women in your office, perhaps they have some to donate as well. The suits need to be cleaned and bagged. Your generous contributions will be greatly appreciated. If you would like more information about “Dress for Success”, visit their website at www.dressforsuccess.org.

We have several upcoming events. There will be holiday fun with the Orlando Symphony at Harry P. Leu Gardens, Winter Park Rose Garden, Bob Carr and more. We will forward you the specifics of the events (which events and when) once the arrangements are confirmed.

Please plan to join us this year for at least one event. Everyone has a great time and our participation increases awareness of IAAP in the community.

For more information, contact Nancy Vobornik at 407.327.5959.

Ways & Means

The 2002 Entertainment Books will be available for sale at the September Chapter Meeting. They are \$30 each. Also, IAAP pens (both blue & black ink), portfolios and refill notepads are also available for purchase.

For more information, contact Linda Anderson CAP at 407.420.1337.

Book of the Month

Generations at Work
by Ron Zemke, Claire Raines & Bob Filipczak

For anyone struggling to manage people who just don't see work (or life) the same way, *Generations at Work* helps you understand the gulf that separates the generations -- and offers practical guidelines for building a harmonious workforce where people rally together for the organization, not against each other.

If you are interested in this book, please contact Betty Palmer CPS at 407.299.5000, ext. 3421 or email her at bpalmer@valencia.cc.fl.us.

Test Your Grammar

Detect the misused words in the sentences below.

1. Bill was adverse to the program for awhile.
2. Jane was reticent to seek a raise.
3. Please take this memo to Ms. Herman.
4. The boss inferred from the letter that the project had been finished.
5. I was peaked by his hostile comments.
6. Would it be possible for you and I to go to the picnic?
7. Jane disliked her supervisor and flouted his orders.

Answers are found on Page 8.

Vision Without Boundaries



Christine A. Jackel, our new International

President, has selected the theme "Vision Without Boundaries" for 2001-02. This theme symbolizes the great strides our association can and will make through shared vision, teamwork, commitment and courage to stretch past boundaries. Together we can overcome any boundaries and make dreams come true!

Christine Jackel is the Senior Executive Aide to John L. Puckett, Vice President Business Development, at Polaroid Corporation, and a member of the Southbridge Chapter, Southbridge, MA.

Craft Corner

There's still an opportunity to participate in the Craft Corner at the September Vendor Fair. Proceeds from the homemade baked goods and crafts will benefit the scholarship funds. Laurie Boehm CAP is looking for helpers to assist her in making angels. Contact Laurie if you would like to help. Other offers of crafts and goodies should be coordinated through Judy Cornils at dcornils@msn.com. Let's make this a successful event.

Judy Cornils
Publicity/Speakers
Bureau Chairman

CPS/CAP CORNER

GIVE YOURSELF THE CAREER ADVANTAGE -- PROFESSIONAL CERTIFICATION.

TWO CERTIFICATION OPTIONS: In 2001, IAAP introduced a new certification program to expand upon the CPS program. The new certification, the Certified Administrative Professional (CAP), includes four parts. CPS holders will be required to take only the fourth section testing organizational planning.

The first three parts of the CAP are identical to the CPS exam and primarily focus on testing the candidate's knowledge of a single concept in a single question. In contrast, the fourth part of the CAP exam is designed to measure the candidate's ability to properly analyze a situation, determine the critical factors of the situation, and apply a wide range of knowledge in a variety of situations. While candidates will not be successful on part four unless they have a solid theoretical foundation, this part is designed to test critical thinking skills and the ability to properly apply sound managerial concepts.

TAKING THE EXAMINATION

The CPS Examination is a one-day exam, with three parts. The CAP exam is a one and one-half day exam, with four parts. The exams are administered each May and November, at over 250 locations around the world.

Parts 1-3 — CPS and CAP exams:

FINANCE AND BUSINESS LAW – 30% economics, 35% accounting, and 35% business law;

OFFICE SYSTEMS AND ADMINISTRATION – 50% office technology, 25% office administration, 25% business communication;

MANAGEMENT – 36% behavioral science in business, 19% human resources management, 45% organizations and management.

Part 4 – CAP exam:

ORGANIZATIONAL PLANNING – team skills, strategic planning, advanced administration.

(From IAAP Professional Certification---The Advantage brochure.)

Orlando Tech is a designated testing site for Central Florida. They are currently holding classes for both CPS and CAP certifications. They will be starting a new class in Office Systems and Administration on September 27. If you are interested in attending this class, please contact Barbara Thompson at 407-246-7060 Ext. 4930 for registration. As an IAAP member, you are eligible for discounts on the books and exam fees.

Linda Hayes CAP
CPS/CAP Co-Chair

Standing Out In A Crowd

Experts Offer Tips to Administrative Staff for Increasing Visibility, Recognition at Work

OfficeTeam is a leading staffing firm for administrative professionals. "Building Visibility, Gaining Recognition" is one segment in the *OfficeTeam* series, "Jumpstart Your Career" .

"The assistant's role in the workplace has undergone a major transformation," said Liz Hubler, executive director of *OfficeTeam*. "Yesterday's secretaries have become today's information coordinators, managing central office operations and providing support to an increasingly mobile work force." While in a perfect world, this enhanced role would bring with it added kudos, Hubler notes that getting credit for your work can also take extra effort on your part. She advises employees to make their bosses aware of their progress. "Building visibility is the key to gaining recognition, which in turn offers such rewards as greater job satisfaction, higher salaries and expanded responsibilities."

Hubler offers the following skills enhancement tips:

- **Write it down.** Prepare regular activity reports to update your supervisor on your activities for the week. Don't list every detail; instead, use bullet points to make the document easier to read.
- **Step up to the plate.** Volunteer to take on new and challenging projects, even if they fall outside of your comfort level. Your manager will appreciate your confidence and initiative.
- **Give credit.** Gaining visibility isn't just about getting credit - be sure you also give it where it's due. Acknowledge your co-workers for helping you with projects, and mention their good work to their managers. They may, in turn, do the same for you.
- **Avoid gossip.** Contributing to the office rumor mill increases your visibility, but not in a positive way.
- **Share your knowledge.** When you acquire a new skill, volunteer to teach others what you've learned. You'll demonstrate both strong leadership and interpersonal skills.

OfficeTeam is offering online training courses free of charge to all IAAP members! If you are interested, please check their website (www.officeteam.com) or contact Cama Bonneau at cama.bonneau@officeteam.com.

And don't forget to take both the "People Skills Challenge" and "Workplace Protocol Quiz" available on the *OfficeTeam* website.

Thoughts for Labor Day:

Be encouraged our labor is not in vain. No one works in a vacuum. The work each of us performs follows the work of those before and, at the same time, prepares for the work of those who follow.

Our labor is part of a sacred connection from person to person, shift to shift, generation to generation. It is a participation in the creative principles of sowing and reaping, principles embraced by spiritual traditions around the world.

Embracing this reality can make all the difference in our sense of fulfillment at work. Melvin Schleeds wrote, "Blessed are those who can give without remembering and take without forgetting."

In our jobs, each of us contributes. Each of us gives a great deal. Every helping hand, every smile, every courtesy, every second effort, and every drop of sweat are significant contributions to our healing work at Orlando Regional Healthcare.

By the same token, each of us takes a great deal. Countless others have contributed to who we are and the skills we have learned. Most of us have received more than we will ever give.

Labor Day is a time to remember this precious balance in our attitude, a balance between giving selflessly and taking thankfully.

Submitted by Karen Dettro CPS
Membership Chairman

-
-
- Source: Glossary of Misused Words & Phrases, from the editors of Communication Briefings.*
1. Change adverse to averse and awhile to a while (two words).
 2. Change reticent to reluctant.
 3. Sentence is correct.
 4. Sentence is correct.
 5. Change peaked to piqued.
 6. Change "for you and I" to "for you and me."
 7. Sentence is correct.

Answers

Advertise in The Office Professional

\$30 for one year (12 issues) or \$3 per month (Standard Business Card Size). Contact the Newsletter Editor for more information.

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**H&R BLOCK**

Deborah J. McKeown CAP
Tax Service Specialist

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