

The Office Professional



Volume 38, Issue 3, September 2009

Winter Park IAAP

www.iaap-winterpark.org

P.O. Box 33

Winter Park, FL 32790-0033

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Mission: Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development

Core 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 openly and building strong relationships.

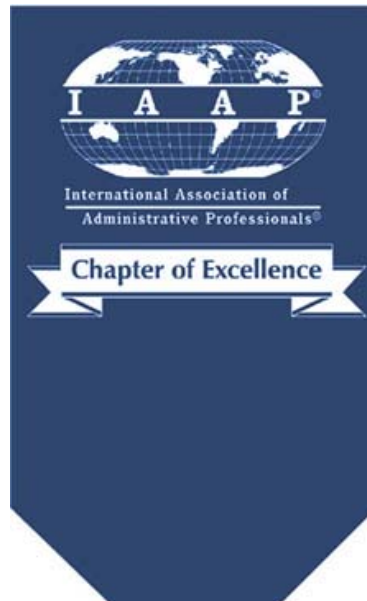
Commitment: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

CONGRATULATIONS

TO THE MEMBERS
OF THE WINTER PARK CHAPTER!

Because of your contributions during the 2008-2009 year, our Chapter was recognized as a **CHAPTER OF EXCELLENCE** as part of the inaugural year of the Pathways to Excellence Program.

LET'S DO IT AGAIN!



We have all had those experiences: the projects we did not complete, the resolutions we did not keep. Please join us on **Tuesday, September 8, 2009**, to welcome **TOM KEMPER** from the Winter Park Toastmasters Club, who will explain **"Why We Fail"** and tell us how we can turn our failures into successes. **See Page 10 for more information.**

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Message from the President

Can you believe it's September? That means that the holiday season is just around the corner. Does it seem that time is flying, the older you get? I find that I wake up in the morning, with all kinds of energy, I think about all the things I'd like to get done during the day. I get to work and it seems to all fall apart; my energy is sapped, and the things I wanted to get done seem to get put off or only partially done. Silly, but do you remember what life was like before "To Do" lists? Back when your biggest decision was "Do I use the red or green crayon" or "Should I spend my allowance on that shirt or should I save it"? Those were the days, back before responsibility, stress, fatigue, etc.

Now back to reality, we all have "To Do" lists, whether in your head, day planner or blackberry. I personally have mine in a Word document, separated by the major areas of my life – Personal, Home, Work, IAAP, ROR, GPN/AFP and then by Emails, Phone and finally "Look up" section for websites, books, music, movies, etc. I know those of you who know me are rolling your eyes and those who don't are scared of me. I can admit I have issues – my mind doesn't work like it used to and thus I have to write everything down (at last count 7 pages worth).

How do you stay organized? I'd be interested to know – please email me (wpc-iaap@cfl.rr.com) what you do or what you have on your "To Do" list. Do you separate it or do



President Melanie Campbell and the Winter Park Chapter Board of Directors at the August Chapter Meeting.

you have one big list? I look forward to your ideas.

Now on to what I did on August 19, 2009: I attended the Pearls for Women's "Wise Wednesdays". It's a series of hour workshops; they are putting on month for the next four months. The August 19th workshop was "It's not called Net Magic, it's called Net Working", presented by Eva Krzewinski, MBA, with Pearls for Women. It was held at Interior Décor Center off Douglas and began at 5:30 pm. There were a few appetizers on the main floor (technically the second floor) and we were invited to look around at the various décor stores. On the bottom floor there were various exhibitors, which included a makeup artist and photographer. At 7:00 pm we went up to the third floor for a light dinner and the presentation, at first Stein Mart gave us a preview of the fall fashion – large pieces of jewelry, purple, orange and form fitting. Then Eva gave a presentation on Net Working, here are some of the tips:

- Exchange business cards.
- Listen and learn.

- Smile and have the right attitude.
- Know your goal – be clear about what you want from each event and interaction.
- Have a message strategy.
- Hold the sales pitch – no sales presentations.
- Be effective with your time. It's valuable!
- Follow up - Get to know the other person better after the event.
- Wear something that can be commented on – a piece of jewelry, scarf, purse, etc.
- Treat everyone like they have something to offer.

Do you have other networking tips? If so, email those to me also. I hope this was valuable information. The next workshop is September 16th; go to www.pearlsforwomen.com for more details.

Happy Fall Y'all!
Melanie Campbell
President

ANNOUNCEMENT

The location for the **October 13, 2009**, meeting has been changed. Please join us at the **Clarion Hotel and Conference Center** 230 W. State Road 436 (off Wymore Road) Altamonte Springs, Florida, 32714. More information will be provided in the October newsletter.



Member Spotlight

This month we feature **President Melanie Campbell.**

Question: Where do you work and what do you do?

Answer: *I work at Community Health Centers, Inc. a local non-profit healthcare organization offering medical, dental and pharmaceutical care to Central Florida. I work in the Development Department (in non-profit world it's where the money gets asked for), I have been here for ten years and do research, statistical crunching, volunteer/student coordination and assist with the annual golf tournament fundraiser. My official title is Development Coordinator.*

Q: What is your favorite tip to share with other administrative professionals?

A: *Keep learning – you can never know it all. Plus just because you think you know it, doesn't mean you are above having a refresher.*

Q: Do you have a favorite quote or expression?

A: *Live ...like it's your last day.*

Q: How long have you been a member of IAAP?

A: *I came to the Winter Park Chapter of IAAP as a guest back in May 1998 and after visiting for several months was asked to join (more like demanded – Cheryl). I made a point of visiting the other area chapter prior to me joining the Winter Park Chapter. I wanted to make sure I fit and I have ever since. My official join date was August 1998.*

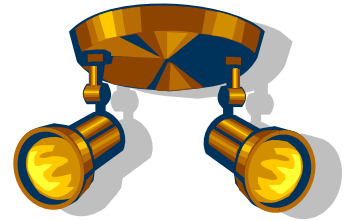
Q: What attracted you to IAAP in the first place?

A: *My previous boss told me "go find an organization that can help you grow". I searched the internet and the local newspapers and found the Professional Secretaries International (PSI) as it was known back then. I liked that the organization offered monthly education programs and networking opportunities. At my first visit I was a little intimidated by all these women who seem to have it so together. I sat in my seat at the back of the room and watched as individuals like Linda Fitzgerald, Bobbie Corbitt, Debbie Wilkerson, Laurie Boehm, Cheryl Haley and Debbie Eifert walked around and talked to each other (the grace, the poise, the sheer confidence they all exuded). I didn't feel like I fit in (yes, if you can believe it back then I was a bit stand-offish). On my second visit Cheryl Haley made a point of talking with me and made me feel at ease. Once I joined the organization I was immediately put to work as a committee member and as my confidence grew, my mentors (Bobbie Corbitt, Debbie Wilkerson, Laurie Boehm, & Cheryl Haley) saw the ability in me and they began grooming and educating me for a future leadership positions. Never in a million years would I have ever thought I would have enough confidence to stand in front of 2 people and talk, much less 150 (Florida Division 2003). I have grown and become a confident, educated, etiquette individual – thanks in most part to IAAP.*

Q: You've been President before. Why did you decide to seek the position again, and now that you are President again, what do you want to do differently?

A: *I was President back in 2002-2003 and I had all these big plans and didn't follow them all through (time flies and before you know it the year is over). When first asked I said no to this term in office, I didn't think I was leadership material anymore. Then I realized that the chapter needed me and it was my chance to follow through on those big plans and to prove to myself that I was in fact a good leader. My plans are a little different than they were back in 2002, first it's now 2009 and we are in the middle of a recession. However, now more than ever is the time we as individuals need to invest in ourselves. No one cares more about "you" than "you" and I want to give each and every member that potential. What I will do differently this time – I have learned to delegate and not take it all on myself. I*

(Continued on page 14)



Respect: The Starting Point for Good Ethics

By Mark S. Putnam

Every kid has heard the statement, "Respect your elders!" Of course your mom was not only referring to grandparents and uncles but to your bossy older cousin who sometimes picked on you. It didn't matter what the cousin did, "respect your elders" was the mandate to show a certain level of respect for someone based on age no matter what. As a kid it seemed absurd.

As you got older and smarter, you discovered the principle that said, "Respect must be earned." If someone didn't earn it or deserve it, they didn't get it. That took the pressure off. Your whole view of respect changed. Now there were strings attached. As a result you developed two categories for respect: things you respected and things you didn't.

From then on it was easy and convenient to simply put things in the "no respect" category and let your feelings be your guide. Unfortunately, as time went by, rather than making life easier, it got harder. Moral ambiguity and ethical gray areas seemed to be everywhere.

Herein lies the critical connection between ethics and that unconditional respect that prevented you from kicking your cousin in the shins when you thought he deserved it. What your mom was really saying was that you must show everyone and everything a certain level of respect. Respect is more than a feeling but an obligation. You were to respect your friends and your enemies. You were to respect your own toys and your neighbor's.

In the big picture, you were being taught that respect equals good behavior and good behavior equals respect. Ethics requires respect. One cannot exist without the other. Ethical success depends on understanding the profound impact that respect has on your ethics and character.

We choose between right and wrong in ethical dilemmas all the time. It can be frustrating and confusing to continually focus on the minutia of the problem and the gray areas. To get relief from the moral maze, approach ethics from the respect point of view. Make the connection between respect and ethics. It will give you a fresh perspective and deeper understanding of what is really going on around you.

For example, every employee has struggled with the issue of appropriately using company time. Whether it's showing up late or using company time for personal business, there is an infinite number of rationalizations and excuses to ethically justify what we want.

Instead, look at the issue from the respect point of view. Are you being respectful of the company when you spend company time checking your eBay auctions or sneaking out early? No matter what seemingly legitimate excuse

you have, seeing it as a respect issue takes the wind out of your rationalization sails.

Ethical success depends on understanding the profound impact that respect has on your ethics and character.

Is it respectful to abuse company equipment because it's not yours? Is it respectful to coworkers to make them clean up your messes or finish your unfinished work? Is it respectful to use inventory for your own use because no one will miss it? The question of respect applies to almost every kind of workplace ethical problem. In most cases it shines a bright light on the deeper principle of the issue and leaves our justifications behind.

Just as conditional respect has its problems, so too does unconditional respect if not fully understood. Unconditional respect means that we maintain a certain level of respect for the rule of law, the authority above us, the people we encounter, and property with which we come in contact. Just because we respect these things does not mean that we do not stand up for injustice or fight a good fight. You will have adversaries in life. A time will come when we will be handed the short end of the stick or will be taken advantage of.

Understand that even in the heat of a battle, respect plays a critical role. In fact, respect can even be a secret weapon. There's nothing better to disarm an angry customer or harassing supervisor than to respond with respect and professionalism. There's no better way to oppose an unjust rule or change the system than to communicate your firm opposition with respect.

Showing respect is the quickest route to good ethics. What your mother was really telling you about elders was that respect would take you far in life. She was telling you to start now, even with your annoying cousin and someday you will understand how to solve your problems the right way. Of course now that you're grown up it's not too late to demonstrate how annoying younger cousins can be.

Mark S. Putnam is the president of Global Ethics University — Making ethics meaningful by connecting character and compliance, a leader in proving business ethics curriculum courses and elearning solutions. Learn more at <http://www.globeethicsuniversity.com>

Job Hunt Action Plans: Everyone Needs One!

By David Couper via Self Improvement Newsletter

The odds are pretty high that you will have to go on a job hunt at least once in your life, but some people seem to be on job hunts every six months. Even people who were secure in their jobs before are feeling the chill of our frosty economy and hoping that they aren't one of the unlucky few who will be laid off or even lose their jobs altogether. You may notice that some people who are on the hunt for a new job seem to find one within a week or two, and others may go months before finding a new job, if they find one at all.

You should know that it isn't all luck and what's on your resume. There are a few more things that go into a successful job hunt, and you need to know all you can before you even begin.

Your job hunt plan

To build a good job hunt action plan, you must have a strategy because that's really what it's all about. You can't just go at it willy nilly and start throwing your resume around. Well, you could, but the odds are that you wouldn't have a lot of success from doing it that way.

Here are the things you need to do:

- The first thing to do is start working on the perfect resume. It's ok to spend a few hours, even a few days, checking and rechecking everything that's on your resume and making it as gleaming as possible. After all, it is a representation of you and everything that you have done.
- Next up, you might want to narrow down your career choices. You may even want to gear your resume specifically for the kind of career you want, by highlighting the skills you possess that are perfect for that specific career. Now you need to begin scouring

your local area and online for jobs to apply for. These days, it is very easy to go online and register with job posting boards, and many of them will even post your resume for all employers to see. When they see your resume, they will automatically contact you if they think you are a fit for their company.



- Next, you need to devote a portion of your time for callbacks and interviews. It wouldn't look very good on you if you have to keep rescheduling an interview like you don't even really want one.

The bottom line is that you should never begin looking for a job without first making your job hunt action plans. They provide you with the perfect foundation and the perfect strategy to make sure that you find a great job that will fit you perfectly all while spending the least amount of time. Face it -- when you need a job, you probably REALLY need a job, and the fastest that you can find a good one, all the better for you and your family. So, get started on your job hunt action plan today. Even if you aren't currently looking for a job, it never hurts to be prepared!

David Couper is a career coach and writer who for the last 20 years has worked in Europe, Asia, and the USA with major organizations, including the BBC, Fuji Television, Mattel, Sony, and Warner Bros. He has successfully coached individuals at all levels, including CEOs of major companies wanting a new challenge, frustrated souls wanting to make their dream come true, and front-line employees laid off and desperate to get a job. David has a degree in communication and a postgraduate qualification in education, is certified in a number of training technologies, and has a master's in spiritual psychology. He has published seven books. Check out the Experts page for David Couper, the SelfGrowth.com Official Guide to Career Change. <http://www.davidcoupercoach.com>

A GRAMMAR GEEK'S TIP FOR BETTER BUSINESS WRITING

The word "so" is an adverb indicating consequence, result, or reason (as are "therefore" and "thus"). "So" should not be used as a substitute for "very".

Good: I was so tired that I went to bed early.
Bad: I am so happy to see you.
Worse: I am soooo excited!

By
Kim M. Gessner CPS/CAP, Newsletter Chair

An advertisement for Premier Designs High Fashion Jewelry. It features a gold crown logo with a large 'P' and 'D' inside a laurel wreath. The text reads 'Premier Designs High Fashion Jewelry'. Below this, it lists 'Linda Hayes' as an Independent Distributor, with the address '924 Stone Creek Court Longwood, FL 32779-2338', phone '(407) 682-4446', cell '(407) 415-4787', fax '(407) 869-6787', and email 'mlhayes34@earthlink.net'. The background includes a string of pearls and an American flag.

Greensizing for Productivity

By Laura Stack

We all want to do our part to help the environment. But if you can give the Earth a break and increase your productivity at the same time, that's a real no-brainer! Luckily, a lot of the things you can do to help sustain the planet can help sustain your productivity as well. Read on for tips on how to green-size your life and get more done at the same time.

Use less paper. About 80 percent of papers that are filed are never referenced again. What a waste! A good solution? File less. An even better solution? Produce less paper to begin with. That doesn't mean you have to constantly inconvenience yourself or feel guilty about ever sheet that comes off the printer. It just means you should think twice before you hit "print." Do you really need a paper copy of that e-mail message or status report?



Why you'll get more done: The less paper you allow into your day, the less time you'll spend managing it. I'm talking about filing things, shuffling them around, and tearing through the heaps to find what you need. Keeping less paper means you'll have an easier time finding the things that really matter and also eliminate some of the stress that inevitably comes from stacks of paper clutter.

Give your PC (and yourself) a rest. When was the last time you gave your PC a break? Letting it sit with the screensaver on doesn't count. I mean actually shutting it down, all the way. The next time you finish working for the day, turn your computer off (black screen, no blinking lights). You'll save energy and let the machine cool down for the night.

Why you'll get more done: Shutting down your PC at the end of the day not only saves electricity, but it can also work wonders for your personal energy level. It's easy enough to leave a computer untouched at the office, but I'll bet your home computer is buzzing away whenever someone is nearby. This leads to technological burnout. You're constantly checking e-mail. Mindlessly surfing the web. Compulsively scanning social networking sites. The

next thing you know it's deep into the night and you never really took time to unwind. Shutting the computer down means you'll be less likely to plop down in front of it for "just a minute" and more likely to accomplish things around the house, spend time relaxing with family, or go get some exercise.

Drive smart. Does it ever feel like you're losing time every day running errands or zipping around from appointment to appointment? If you think ahead, you might be able to consolidate all those quick trips into one or two longer outings, especially if you can batch them together based on where in town you need to go. Also consider making your regular commute outside of rush hour. You'll travel the same distance in a shorter time and pollute less along the way.

Why you'll get more done: Driving smarter isn't just going to save gas, money, and harmful emissions, but it's also going to save you time. Planning ahead and spending less time running around or stuck in traffic will do nothing but add precious productive minutes (or hours!) to your day.

Recycle and declutter. Don't you always feel better after getting rid of stuff? It doesn't matter if you're at home or the office, getting rid of clutter is always a liberating experience. Tackle problem areas one at a time by identifying clutter and dividing it into "storage," "trash," and "recycling" piles. Recycling can mean sending junk to a traditional recycling facility or simply passing items along to those who can make better use of them than you can. Sites like www.freecycle.org can help you find a good home for your unused stuff and local schools and libraries often have a need for any extra office supplies you may have lying around.

Why you'll get more done: Getting rid of clutter is just plain good for your state of mind, which is good for overall productivity. On top of that, getting rid of clutter will have the same effect as getting rid of paper - less junk to sort through, fewer storage hassles, and more space to live and work.

Travel less. Lots of companies learned this lesson from the recession, but there's an environmental impact as well. Is all of your business travel necessary? Think about the trips you take, whether they're across town or across the county. Would it be possible to get the work done remotely? Technology allows us to accomplish an awful lot from afar, from conference calls to complete virtual presentations. If you can manage to stay in town in a few instances where you'd usually pack up the car or hop on an airplane, you'll be doing Mother Nature and yourself a favor.

Why you'll get more done: Business trips can eat a lot of

(Continued on page 14)

Computer Tips & Tricks

By Debbie Bridge

This month I wanted to give some short-cut keys for managing your outlines. These short cuts can promote or demote, move up or down your outline. You can use Word to as a starting point to create your PowerPoint as soon as you have your basic outline you can import your outline into PowerPoint and finalize your PowerPoint Presentation.



Keys for working with a document in an outline

In outline view, to	Press
Promote a paragraph	ALT+SHIFT+LEFT ARROW
Demote a paragraph	ALT+SHIFT+RIGHT ARROW
Demote to body text	CTRL+SHIFT+N
Move selected paragraphs up	ALT+SHIFT+UP ARROW
Move selected paragraphs down	ALT+SHIFT+DOWN ARROW
Expand text under a heading	ALT+SHIFT+PLUS SIGN
Collapse text under a heading	ALT+SHIFT+MINUS SIGN
Expand or collapse all text or headings	ALT+SHIFT+A or the asterisk (*) key on the numeric keypad
Hide or display character formatting	The slash (/) key on the numeric keypad
Show the first line of body text or all body text	ALT+SHIFT+L
Show all headings with the Heading 1 style	ALT+SHIFT+1
Show all headings up to Heading n	ALT+SHIFT+n

Please remember I can help with most of your Microsoft Office questions. Just e-mail your question to me at Debbie.bridge@comcast.net, and I will answer it in just a few days. Your question just might be featured in the newsletter.



In Memoriam: Harry Klemfuss

Harry F. Klemfuss, 88, a career publicist during the mid-20th century credited as the male champion who gave inspirational birth to National Secretaries Day in 1952. He died Monday, July 27, of natural causes.

Klemfuss, a publicist at Young & Rubicam Advertising, was assigned The Dictaphone Corporation account and quickly noticed national surveys which identified a growing shortage of secretaries in the burgeoning post-war economy. He also felt strongly the secretaries deserved a special compliment: These were the gender heirs of Rosie the Riveter and the auxiliary military women who had served valiantly in World War II and Korea.

Himself a veteran of the Pacific War, he convinced U.S.

Secretary of Commerce Charles Sawyer of this view and registered National Secretaries Week and the Day, now Administrative Professionals Week and Day, in the national calendar. Klemfuss won the support of Mary Barrett, President of the National Secretaries Association now the International Association of Administrative Professionals, and C.K. Woodbridge, Chairman of The Dictaphone Corporation, who agreed to head the first National Secretaries Week Council.

Secretary Sawyer acclaimed the first National Secretaries Week and Secretaries Day in June of 1952. We thank Mr. Klemfuss for his vision in creating a day to honor office professionals, which we continue to observe each April.

Internet Connections

By Kim Gessner CPS/CAP, Newsletter Chair

We understand. You are very busy, and you do not have time to read all of the interesting and informative articles, stories, and blogs filling every corner of the internet. Due to copyright issues, we cannot always include them in the newsletter. Thus, we have a compromise: a list of articles and websites too good to miss, all compiled here for your browsing pleasure. (Editor's note: Some internet addresses (URLs) have been shortened using TinyURL [<http://tinyurl.com/>]. All sites have been checked and should be safe.)

Career and Employment Issues:

Ask Marcia: <http://tinyurl.com/m4z6eb>

Blog-o-nomics with Jim Stratton: http://blogs.orlandosentinel.com/news_local_blogonomics/

Creating a Professional Image a Key for Job Hunters: <http://tinyurl.com/mpnykg>

Make Sure Your Resume is in HD: <http://tinyurl.com/ks7h3x>

Perfect Your Own Brand, Land a Job: <http://tinyurl.com/m5bgba>

Technology:

Etan on Tech: http://blogs.orlandosentinel.com/etan_on_tech/

How Social Media Can Hurt Your Career: <http://tinyurl.com/nj7m93>

Protecting Your Online Reputation: <http://tinyurl.com/nq46v4>

Twelve Outdated Tech Terms: <http://tinyurl.com/l5rx2k>



Lifestyle:

Manners Mentor Five Sandwich Etiquette Tips: <http://tinyurl.com/klja8t>

Operation Beautiful: <http://operationbeautiful.com/>

Snopes (Urban Legend and Rumor Fact-Checker): <http://www.snopes.com/>

If you see a website or article we should know about, let us "Connect" to it here. Send the link to Kim Gessner, Treasurer/Newsletter Chair, at kmgessner@att.net.



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¼ Page Ad:	\$50/Year
½ Page Ad:	\$75/Year
Full Page Ad:	\$125/Year
Website Link:	\$100/Year

Contact Kim Gessner CPS/CAP, Treasurer/Newsletter Editor,
at kmgessner@att.net for more information .

August Meeting Highlights

By Kim Gessner CPS/CAP

On Tuesday, August 11, 2009, the Winter Park Chapter of IAAP learned to laugh.

President Melanie Campbell started the evening by telling us about the International Education Forum and Annual Meeting (EFAM), which she attended as the Winter Park Chapter Delegate. Among her announcements was the revelation that the Winter Park Chapter received the Chapter of Excellence designation, and she revealed our award banner. She reminded us that this award is given yearly, and we need to do our part to ensure we receive it again.



Above, left to right: President Melanie Campbell, Membership Chair Laura Milward, and new member Kelly Burchfield

Our speaker for the evening was Catherine Giordano, President of Answer Search, Inc. She taught us the four different kinds of laughter (Ha, Ho, Hee, and Heh), and she explained how laughter can relieve stress, ease tension, and improve attitudes. Her presentation was punctuated with film clips, including the classic "I Love to Laugh" scene from *Mary Poppins*.

After the presentation, President Campbell, with assistance from Membership Chair Laura Milward, inducted our newest member, Kelly Burchfield. Welcome Kelly!



Top, left to right: President Melanie Campbell and Debbie Wilkerson CPS/CAP;
Bottom: Catherine Giordano, speaker

President Campbell then provided the Chapter with a summary of the business conducted at the EFAM. (Her summary can be found on Page 11.)

Finally, the evening ended with a special ceremony. Debbie Wilkerson CPS/CAP, co-coordinator of the 57th Florida Division Annual Meeting, presented President Campbell with a check for the Winter Park Chapter's profits from the Florida Division Annual Meeting. The event, hosted by our Chapter, would not have been such a success without the participation of the amazing group of volunteers.

Once again, it was an eventful and informative evening, and we all came away feeling just a little



Above, Left to right: President Melanie Campbell and Past President Laura Milward.

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SEPTEMBER MEETING

Winter Park
Welcome Center
151 W. Lyman Ave.
Winter Park, FL 32789

September 8, 2009

Networking

5:00—6:00 p.m.

Dinner

6:00—6:45 p.m.

Program

6:45—7:45 p.m.

"Why We Fail"

Business

7:45—8:30 p.m.

MENU

Baked Ziti
Caesar Salad
Crusty Bread
Cookies

Cost: \$16

Cash or Checks Accepted
(make checks payable to
WPC— IAAP)

RSVP to

Cheryl Haley
Hollister CPS/CAP,
Social Chair, at
cherylh@nodarse.com

By

3:00 p.m. on Thursday,
September 3rd.

Please be aware that
"no shows" will
receive an invoice
for dinner.

Test Your CPS/CAP Knowledge

Test your knowledge by answering these practice questions for the Certified Professional Secretary and Certified Administrative Professional exams. This month: **Office Administration.**

- Individual business records are classified according to the
A) steps in the record cycle
B) form of the record
C) method used for creating the record
D) use of the record
- The confidentiality of information is the responsibility of
A) the information administrator
B) the author of the document
C) everyone in the organization
D) the records manager
- Hoffman uses an alphabetic classification system based on the ARMA rules in which correspondence is filed alphabetically by name of client. Which one of the following names would be filed *first*?
A) Roberta L. Bernard
B) Bernarde Robot Company
C) Robert Louis Bernard
D) The Bernard Recreation Association
- The key to effective communication is
A) understanding a shared meaning
B) creating a relaxed atmosphere
C) solving conflicts
D) watching for nonverbal cues
- One of the basic principles of parliamentary procedure is that
A) More than one topic can be considered at one time
B) the majority must be heard
C) the minority will prevail
D) all participants must be treated courteously

Source: Schroeder, B. L. and D. R. Graf.
Office Administration. Fifth Edition. Pearson
Prentice Hall. Upper Saddle River, NJ. 2005.

See Page 12 for answers.

Tip for a
Better Life:

#7



Future CPS and CAP Exam and Deadline Dates

Following are the dates and deadlines for future exam administrations:

Exam Dates

Friday & Saturday, November 6 & 7, 2009

Friday & Saturday, May 7 & 8, 2010

Friday & Saturday, November 5 & 6, 2010

Registration Deadline Dates

Past

February 15, 2010

August 15, 2010

For more information talk to Linda Hayes CAP, Certification Chair or go to
<http://www.iaap-hq.org/prodev/certification/exams.html>.

EFAM Delegate's Report

By Melanie Campbell, Winter Park Chapter President

(Editor's Note: The following is a condensed version of the EFAM Delegate's Report presented at the August 11, 2009, Winter Park Chapter meeting. A copy of the complete report can be provided to you upon request.)

The Winter Park Chapter of IAAP was represented by three members (Laurie Boehm CPS/CAP, Debbie Wilkerson CPS/CAP, & myself), with a total registration at EFAM of 1,270.

Sunday

During the Parliamentarian Meeting for Delegates, Jeff Neurauter, PRP, Parliamentarian, discussed the procedures, rules of debate, and voting. One thing that was very helpful was the ability to receive voting information via text message; this was done the past few years so that the delegates did not have to wait for second and third votes to happen.

The 2009 International Education Forum and Annual Meeting of the International Association of Administrative Professionals was called to order on Sunday, July 26, 2009, at 9:00 a.m. by President Barb Horton CAP. The Annual Meeting Coordinators were introduced. The U.S. Flag was presented by First Sergeant Chris Nermar (his last duty in the military), and "The Star Spangled Banner" was sung by Alana Erstand CPS. President Horton introduced the new brand for the EFAM: "The Administrative Edge". Other introductions were made, and the Registration/Credentials Committee presented its report. The following items were adopted:

Registration/Credentials Committee Report	Adopted
Annual Meeting Rules	Adopted
Annual Meeting Program	Adopted

Candidates for election to the 2009-2010 IAAP International Board of Directors and Retirement Trust Foundation International Board of Trustees were introduced. Nominees of interest to the Winter Park Chapter including the following:

President-Elect	Mary A. Ramsay-Drow CPS/CAP Milwaukee Chapter, Wisconsin Division Great Lake District
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Vice President	Sam S. Gill III CPS Tri-County Chapter, Michigan Division Great Lake District
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	Tamara L. Goodall CPS/CAP, Charleston Chapter, Virginia-West Virginia Division Southeast District
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Secretary	Janine Joy Riemersma CPS/CAP Sandy Shores Chapter, Michigan Division Great Lake District
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Treasurer	Karlena Rannals CPS/CAP Palomar Chapter, California Division Southwest District
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Southeast District (2 year term)	Laurie Cousins CPS/CAP Virginia S. Boyd CPS/CAP Shelia B. Coggins CPS/CAP
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International Affiliate	Jennifer Sandra Hinkson CMP Barbados Association of Office Professionals Barbados
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Retirement Trust Foundation	Kathryne Hampton CPS/CAP Calgary Chapter, Western Canada Division Canada District
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President Horton presented her International President's address.

Sharon Newhall, Mgr of Consumer Development with Avery gave the Great Result Chapter & Division Achievement Awards (which began in 1989). This year 255 chapters & 26 divisions applied. The emphases were on Professional Certification, Outreach to Administrative Professionals, Chapter growth – 45%, Community/Civic & Educational Programs.

After the morning session, I stayed for the Town Hall meeting to hear the discussions about the proposed amendments. The BOD began looking at dues increases at the post meeting after New Orleans last year. They set up a task force to do research, evaluation and recommendation. At the Fall BOD meeting they realized they needed more (multi-year approach) and that \$25 would be what we needed to get the organization back on solid ground. The BOD looked at plans & reserves. The Fall & Winter months are the lean months. Currently they are looking into getting a line of credit on the headquarters building. The topic of quarterly membership payments came up. Individuals need to see the value in themselves. It was understood about layoffs, inflation/recession, and no longer receiving employer support. All classifications of membership are the same; receive the same benefits and services. The cost of the Office Pro magazine is \$25 for a year's subscription. In the future the BOD will look beyond their year and not hope for the best. At the end they have taken the International budget down to bare bones, cuts have been made to printing, postage, travel, and insurance. The decision had to be made not as the popular one, but as the hard one for our future.

During the Districts and Affiliates Caucuses, Tamara

(Continued on page 15)

Save the Date

Please save the date for the following IAAP Events (bolded items are events in Florida).

September 25-26, 2009

**Leadership Education Conference (LEC)*
Hilton Hotel, Ocala, Florida**

October 18-21, 2009

2009 Certification Conference*
Portland Marriott Downtown Waterfront, Portland, Oregon

November 14, 2009

**Florida Local Area Network Event (FLAN)
TBD, Lake Buena Vista**

March 8-10, 2010

Spring Professional Education Conference
Grand Sierra Resort, Reno, Nevada

June 25-27, 2010

**58th Annual Florida Division Meeting
Lakeland, Florida**

July 18-21, 2010

IAAP International Convention and Education Forum
Hynes Convention Center, Boston, Massachusetts

October 17-20, 2010

2010 Certification Conference
Hilton Seelbach Hotel, Louisville, Kentucky

For additional information, please go to <http://www.iaap-hq.org/events/>.

(* = Advertising recertification points available)

Call for Back Issues of Office Pro Magazine

Do you have any back issues of Office Pro magazine? Before you throw out any issues, please bring them to the next chapter meeting and give them to Laura Milward, Membership Chair. We can use them in our "Welcome Kits".

We really appreciate it!

Share Your Knowledge

Have you attended an educational workshop or seminar recently? Have you read something interesting that would benefit our members? We would love to hear about it. Why not write an article for the newsletter to let us know what you learned?

Here are some ideas of the things you could write about:

- Review of career-related books.
- Lessons learned.
- Review of workshop/class.
- Web address and review of interesting website.
- Cool tools, products, shops, etc.

Send your articles and ideas to Kim Gessner CPS/CAP, Newsletter Chair/Treasurer, at kmgessner@att.net.

Member Information Update Request

Are you missing out on the latest news from IAAP and the Winter Park Chapter? Please visit the IAAP website at www.community.iaap-hq.org to update your member information and contact Winter Park Chapter President Melanie Campbell to at wpc-iaap@cfl.rr.com to be sure that the Chapter has your information on file. Visit the International IAAP website at www.iaap-hq.org for more information about IAAP.

Test Your CPS/CAP Knowledge Answers From Page 9

1) D; 2) C; 3) D; 4) A; 5) D

Calendar of Events

2009

September

8 Monthly Chapter Meeting

October

13 Monthly Chapter Meeting

November

6&7 CPS & CAP Exams
10 Monthly Chapter Meeting

December

8 Monthly Chapter Meeting

2010

January

12 Monthly Chapter Meeting

February

9 Monthly Chapter Meeting

March

9 Monthly Chapter Meeting

April

13 Monthly Chapter Meeting

May

11 Monthly Chapter Meeting



Winter Park Chapter



2009-2010 Board of Directors

President.....Melanie Campbell wpc-iaap@cfl.rr.com

Vice PresidentMary Brough marybrough@cfl.rr.com

Secretary.....Debbie Bridge debbie.bridge@comcast.net

Treasurer.....Kim Gessner CPS/CAP kmgessner@att.net

We are here to serve you, our members. Please contact us with questions, comments, or ideas for making the Winter Park Chapter of IAAP the place for advancing career-minded administrative professionals

2009-2010 Committee Chairs

Awards & Recognition

Vicky Nichols-DeNegre

Certification

Linda Hayes CPS/CAP

Education

OPEN

Newsletter

Kim Gessner CPS/CAP

Publicity/Speakers Bureau

Debbie Bridge

Social & APW Events

Cheryl Haley Hollister CPS/CAP

Website

Veronica Leavenworth

Bylaws & Standing Rules

Bobbie Corbitt

Civic

Angela Stevenson

Membership

Laura Milward

Program

Karen Dettro CPS/CAP

Scrapbook

Melanie Campbell

Ways & Means

Mary Brough



FLORIDA DIVISION

2009-2010 Board of Directors

PresidentJoanne MacKenzie CPS/CAP, Ocala Chapter

President ElectLinda Freese CAP, Gainesville Chapter

Vice President Candy Puls CAP, Central Brevard Chapter

SecretaryPatti Clark CPS/CAP, Lake Buena Vista Chapter

Treasurer Irene Matthews, Tampa Chapter

<http://www.iaap-floridadivision.org>

Greensizing for Productivity (continued)

(Continued from page 6)

time. Sometimes you'll literally need to spend days on the road for the sake of engaging in a few hours of productive activity once you're there. Sure you can get work done on the go, but it isn't the same as being close to home base. Skipping an out-of-town trip or two can free you up to make a serious dent in your workload.

When you get down to it, greensizing is just a matter of paying a little more attention to the habits that you wouldn't usually give a second thought. Often, productivity is the same way. I hope you'll join

me in thinking twice and finding simple ways to conserve not only precious resources but valuable time as well. The planet will thank you and you'll get more done. That's what I call a win-win.

Make it a productive day! (™)

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© 2009 Laura Stack. Laura Stack is a personal productivity expert, author, and professional speaker who helps busy workers Leave the Office Earlier® with Maximum Results in Minimum Time®. She is the president of The Productivity Pro®, Inc., a time management training firm specializing in productivity



Member Spotlight (continued)

(Continued from page 3)

am a perfectionist and I have learned that my way isn't always the way it needs to be.

Q: Where do you see yourself in one year? Five years? Ten years?

A: *First and foremost – I hate this question. Back in my late twenties I was a planner and goal setter, I looked to the future with great hope. Now I live day to day, I may plan out a few months, but things change too quickly and I have found that goals I had set will not be attainable – husband, children, happily ever after. It wasn't until the last few years that I've began to wonder why I never really had a "drive" to succeed. I never had a passion – you know those people – I want to be an actor, teacher, lawyer, etc. When I was a child I wanted to be a teacher, then as I got older I wanted to be a nurse (til I found out they handle mostly*

paperwork). I'm now trying to figure out what it is in life that I want to do (better late than, never).

If you're going to push the question - I would love to finish school.

Beyond that I have a "Plan" to get my life on track and stop coasting along. I have an "Accountability" partner who will make sure that I stay on track, now that I have a "Plan". Who knows what the future might bring.

Q: What more do you want to accomplish within IAAP?

A: *If I had to put it in writing I might want to run for a third year as President – to make sure I get it completely right. Then I'm not sure, my job doesn't exactly like for me to be away, so I can't see me going on the Florida Division Board in the current position I'm in.*

Q: When you're not working or involved with IAAP, what do you like to do?

improvement in high-stress organizations. Since 1992, Laura has presented keynotes and seminars on improving output, lowering stress, and saving time in today's workplaces. She is the bestselling author of three works published by Broadway Books: The Exhaustion Cure (2008), Find More Time (2006) and Leave the Office Earlier (2004). Laura is a spokesperson for Microsoft, 3M, and Day-Timers®, Inc and has been featured on the CBS Early Show, CNN, and the New York Times. Her clients include Cisco Systems, Sunoco, KPMG, Nationwide, and 3M. To have Laura speak at your next event, call 303-471-7401. Visit www.TheProductivityPro.com to sign up for her free monthly productivity newsletter.

A: *Scrapbooking, making jewelry, cards, etc. I love spending time with my dog, Fred, rubbing his paws is my way of relaxing. I also have a thing for craft festivals – McIntosh, Micanopy, and the such, I love the home town feel, crafts, ideas and oh yeah the food. Plus the group of ladies I go with always make me laugh.*

Q: Is there anything you want us to know about you?

A: *I love the simple things in life – crickets & the frogs singing at dark; a handwritten note card, just saying "hi"; listening to a funny story; my mom's laugh and Fred's tail wagging when I come home. Plus I love to eat – food is my other favorite thing.*



EFAM Delegate's Report (continued)

(Continued from page 11)

Goodall CPS/CAP, 2006-2009 Southeast District Director, announced and awarded the Chapters of Excellence to 169 chapters, 18 divisions. Pathways to Excellence for 2008-2009 – 1,291 members. The Southeast District donated \$21,836.50 to the RTF. There were three Past International Presidents from the Southeast District, which were recognized, and a total of eight Past International Presidents were in attendance.

At the "Candidate Meet and Greet", I spoke with all three candidates for the Southeast District to get a better feel for each.

The first social event occurred Sunday after the business session. The attendees from the Florida Division got together for dinner at Staccato's Restaurant. We had a very fun time of catching up. Sunday night was the *Evening of Welcome*, which was "Minnesota State Fair". There were many midway games, music, dancing, entertainment, cotton candy, sideshows, tarot card reading, and tattoos. Fun was had by one and all.

Monday

This day began with the voting polls open at 8:00 a.m. I ventured over at 8:30 a.m. and stood in line for a few minutes, before being led into the voting machines (yes, being from Florida, I thought it was a little scary,

but I did it). Then at 10:30 a.m. got the text message that there was a second vote. While waiting in line I had a chance to speak with Virginia Boyd CPS/CAP & Tamara Goodall CPS/CAP. While waiting to go into the voting machines, we were told there were some machine errors (you'll understand this later). After the second vote, I assumed that that was it, so off to lunch we went – eight blocks to Macy's. I had just gotten my food and sat down, when I got the third page. Unbelievable! There were only two candidates left. I made it back the whole eight blocks in 15 minutes to do the third and final vote. Then back to Macy's to eat my lunch and then back to the Convention Center for the afternoon business session. It was explained in the Delegate Briefing that because of the machine errors the second ballot was considered invalid, which is why there was a third vote.

The Delegate Briefing began with the Registration/Credentials Committee report, which was adopted.

International Bylaws & Standing Rules Committee Report:

- Proposed Bylaws Amendment 1 on new membership dues failed on the first vote.
- Proposed Bylaws Amendment 2 on a \$15 processing fee for all new members passed.

- Proposed Bylaws Amendment 3 on raising Annual Affiliate fees from \$130 to \$155 passed.
- Proposed Bylaws Amendment 4 on payment of renewal of membership dues within 30 days after renewal date was amended to "membership shall be forfeited if dues are not paid within thirty days after membership renewal date" and passed.
- Proposed Bylaws Amendment 5 on election of district directors and eliminating some no longer needed wording passed.
- Proposed Bylaws Amendment 6 on association Members-At-Large representation at EFAM and election of delegate and alternate passed.
- Proposed Bylaws Amendment 7 on changing the words "annual convention" to "annual meeting" passed. This ties in with the name change to International Education Forum and Annual Meeting.
- Proposed Bylaws Amendment 8 on adding a new membership classification of institutional group failed.
- Proposal Bylaws Amendment 1 – Reconsidered via a motion on the floor. It was decided that there would be a 10-minute debate on each of the four membership levels

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Have a story that would be great for our Chapter newsletter?

Submit your articles or photos for the October Newsletter, to Kim Gessner CPS/CAP, Treasurer/Newsletter Chair, at kmgessner@att.net by September 18, 2009

JEWELRY SALE

LOOKING FOR THE IDEAL FASHION ACCESSORY?

The Chapter will be selling jewelry from Small Indulgences as a Ways & Means project. Assorted jewelry—necklaces, earrings, pins, and bracelets will be available at chapter meetings. Cash, check, or credit card will be accepted.

GET READY TO SHOP!

EFAM Delegate's Report (continued)

(Continued from page 15)

with a motion to create blanks and taking suggestions/recommendations to fill in the blanks. Professional was \$83 - \$103 voted on after 11 recommendations; Professional-Merited was \$47 - \$67 after 3 failed votes and 4 recommendations; Student was \$50 - \$70 after 7 recommendations and; Associate was \$180 - \$200 after 2 recommendations. Other discussions during this time were about other ways to cut costs, besides the postage and printing, it was also discussed about putting the "Office Pro" magazine as an online magazine.

- Standing Rules Amendment 1 on changing the words "annual convention" to "annual meeting" passed.

Throughout all the debates on Amendment 1 President Horton tried passing the time while the votes were being counted. She told us "Minnesota" facts. At the conclusion of the voting of the Amendments Melynda Porges CPS/CAP got a standing ovation.

Next came the Tellers Committee Report.

Declaration of Elections:

2009-2010 International Board of Directors – 1st Ballot

President	Susan K. Shamali CPS/CAP
President-Elect	Mary A. Ramsay-Drow CPS/CAP
Vice President	Tamara L. Goodall CPS/CAP
Secretary	Janine Joy Riemersma CPS/CAP
Treasurer	Karlana Rannals CPS/CAP
Southeast District Director	Tie: Virginia Boyd CPS/CAP &
Shelia Coggins CPS/CAP	
Affiliate Representative	Jennifer Sandra Hinkson CMP
Retirement Trust Foundation	Kathryne Hampton CPS/CAP

Second Ballot Invalid due to computer problems

Third Ballot

Southeast District Director Virginia Boyd CPS/CAP

Retirement Trust Foundation Report – November and March are RTF Recognition months. Kathy Hampton CPS/CAP asked us to visit the website – www.iaap-rtf.org to see the new Strategic Planning where they have redefined the mission and aligned resources to carry out the right programs & services. Housing subsidy program, Family of Givers, Vista Grande, Fundraising Opportunities and Helping out own.

The Announcement of Future Annual Meeting Sites:

- July 18 - 21, 2010 - Hynes Convention Center, Boston, Massachusetts
- July 24 - 27, 2011 - Montréal Palais de Congrès, Convention Centre, Montreal, Quebec, Canada
- July 22 - 25, 2012 - Gaylord Texan Resort, Grapevine, Texas
- July 28 - 31, 2013 - Anaheim Convention Center, Anaheim, California
- July 27-30, 2014 - Milwaukee Convention Center, Milwaukee, Wisconsin
- July 26-29, 2015 - Louisville Convention Center, Louisville, Kentucky

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Scholarship Donation

Please keep in mind that individuals can donate to the Scholarship Fund. Give a gift in memory or honor of a friend or loved one for birthdays or other special occasions.

Also, check your company for a matching benefits program. Many today will contribute on your behalf and match the donation amount.

EFAM Delegate's Report (continued)

(Continued from page 16)

Look for hotel registration information on the IAAP website in September.

The Boston EFAM Planning Committee gave a presentation: "Bit of history on your own".

President Horton adjourned the meeting at 6:38 p.m., saying "this is the longest business session in the history of IAAP."

Tuesday

Rob Hosking, Executive Director of OfficeTeam, announced the 2009 Administrative Excellence Award.

The Keynote Speaker was Warren Evans CSP, HoF. His topic was "The Future: Take It Or Make It", which just happens to be the name of his books (which he credits use in getting him to write it). His book, "The Future ... Take It Or Make It", has to do with change & transition. He talked about trend analysis and recognizing opportunities for the future. German proverb "You have to take as it happens, but you make it so you can take it". What do we need to do differently and look to the future. Success is more about courage than capability. Don't reinvent the wheel, disciplined execution of good ideas. Micro-business, transparency, get human. Facebook 175 million members, adding 5 million more a week. 75% are 25+, fastest growing demographic is 55+ women. We envision how things turn out, which is actually "change", you have planned and have an idea of where your going. We cannot direct the wind we can just adjust the sails. "Career minded", skill set – self reliant, designations, active in your association. Being a keeper -1) take charge of your career, 2) learn: your company and the big picture, and 3) be proactively solution focused. Actively manage your career, no one cares more than you do about it. Did you know that we are only at 10% of unemployment, but back during the depress it was 37% (doesn't look so bad now, does it). 15% of the jobs disappear and get replaced. Put your own financial house in order. 25% to 1/3 in discretionary funds makes you – Middle class. Can fit it if – the new reality, protectionism, health care. The market will recover, just in a different form. Administrative professionals have coordination, facilitation, technology integration and communication support. No one is going to offer you your super job – you'll have to create it. Branding – increasingly personality is the brand. Today – 1) you don't own your brand, 2) the conversation in the marketplace owns it, 3) you cannot control the conversation and 4) you can only participate.

Simplification/Streamline Process improvement. Fix the clichés (look inward). What can you simply – what does the staff hate? Look at the large organization and see how the pieces fit. Adopt technology quickly and have a good network inside and out of your workplace. Know how to get stuff done. Soft skills savvy (facilitators of improvement). Key characteristics of an administrative profession – curious, knowledgeable about the bigger picture, innovative, soft skills savvy, gumption. Within the next 90 days: 1) learn: what's going on – see the horizon/opportunities, 2) assess ... you and your company, 3) make a plan; 4) nurture your network: inside & out and 5) use IAAP resources! I bought the book, if you want to borrow it; it's a quick read (at least for some).

Don Bretthauer CAE, Executive Director presented the State of the Profession address,: He talked about HOPEFUL –

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Ways & Means Reminders

Here is a reminder of the various Ways & Means projects currently running. Please see Mary Brough, Ways & Means Chair, for more information. Stayed tuned for new projects to support the Chapter in the coming months. If you have an idea for a fundraiser, please share it with Mary.

- *Entertainment* books
- *Small Indulgences* jewelry
- Monthly raffles
- *Current* shopping (see our website: http://www.iaap-winterpark.org/ways_&_means.htm)
- Used books
- IAAP-Winter Park logo items

EFAM Delegate's Report (continued)

(Continued from page 17)

about the vote spent prudently and in alignment with our mission. He also talked about the 33% in attendance, support, education, information and leadership. Process mapping efficiently and about booking out events 6 years in advance. Finally he talked about admins having always been resourceful.

Office Team held a panel discussion about "Administrative Excellence in Today's Economy." (*Editor: The highlights are included in the complete Delegate's Report.*)

I took the following workshops: "The Mind Rules" and "Becoming Indispensable In A Disposable Workplace".

Wednesday

The Educational Workshops started at 8:00 a.m. I participated in the following workshops:

- What Will You Do Next? Becoming A Virtual Assistant (VA)
- Focus On Your Work: Maintain Your Concentration In An Environment Of Distraction
- Strategies For Recession Proofing Your Career
- Avery Software & Formatting Solutions
- Maintaining Motivation, Guidance & Direction

Wednesday night wrapped things up for the week with the *Final Night Banquet*. This included some awards and the introduction of the 2009-2010 International Board of Directors. Adecco's Mentor of the Year Award (2nd year): Bonnie Williams of Pacific Northwest National Laboratory in Richland, WA.

The Division of Excellence Awards were presented next; our very own Laurie Boehm CPS/CAP went up to accept the Florida Division banner.

The presentation of Awards of Excellence followed. The IAAP Award for Excellence was created in 1992 to recognize employer organizations that have established policies and programs to encourage and support the advancement and effectiveness of administrative professionals. An independent panel of judges confidentially evaluates each nomination packet and selects the winners. Awards are given in two categories: corporations with 1,000 or more employees, and companies with fewer than 1,000 employees.

IAAP Chapters submit nominations of companies they find to be highly supportive of the administrative profession. These corporate nominations are judged based on the following criteria:

1. Chapter Recommendation
2. Company Mission and Vision
3. Physical Resources
4. Professionalism
5. Training and Development
6. Rewards, Recognition, and Promotion
7. Leadership and Participation
8. Service

Incoming Susan K. Shamali CPS/CAP was introduced by her husband and daughters. She introduced her theme for the year as "Power of Commitment." The banquet closed with a special presentation in honor of President Horton with donations from the Vancouver Chapter in the amount of \$1,000 to the Research & Education and the Canada District in the amount of \$7,690.80 to the RTF. At the close of business on 7/29/9 there were 1,270 registered attendees. At the Evening of Welcome we were all given a Hallmark bag; the left over bags were sold, and the proceeds (\$1,900) will go to the Coalition for the Homeless Minneapolis. Additionally you could reserve your seating at the banquet, which brought in \$4,500, which will also be donated to the Coalition for the Homeless Minneapolis.

That did not end the events for me; I got to go to a special Educational event on Thursday morning: Competence To Confident – The Art of Being Unstoppable. In that session, I learned about needing an "Accountability Partner" (she knows who she is) who will keep me in line and on with "My Plan".

The week was not only an educational/learning experience, but also a time to get to know others better and improve on friendships/networking. Thank you for allowing me the privilege of serving as your delegate.

Melanie Campbell
2009-2010 President
Winter Park Chapter

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EFAM Delegate's Report (continued)

(Continued from page 18)

P.S. A little bit of valuable information on how to "Retain What You've Learned"
What can you do now so that you don't lose all the information you've acquired?

Here are a few tips to help you keep EFAM learning going all year long.

- Review your notes as soon as possible—at least within three days following EFAM. Maybe you can pull them out on the plane home and refresh those points that impacted you. This improves the odds that you'll remember what you learned.
- As you review, discard the ideas that no longer make sense. Sometimes, in a session, something hits you, but if you can't remember why two days later, that's not the point to focus on. It may be that it just doesn't fit your life right now. That's okay.
- Take the points that impacted you and make a to-do list from them. It can have as many items as you want. Pick one or two points to put into action in the next two weeks. Keep going back and reviewing the list. When you're finished with one item, pick another. This way you're not overloaded with information and you can make small steps to positive changes.
- Another way to remember information and internalize it is to teach it to someone else. Go back to your employer, your IAAP chapter or corner your spouse and relate what excited you at EFAM. If you can lead training at your office, your boss will know how valuable EFAM is to you, and to the company.
- Join the EFAM eGroup on the web community at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>
- Keep exchanging ideas all year long.

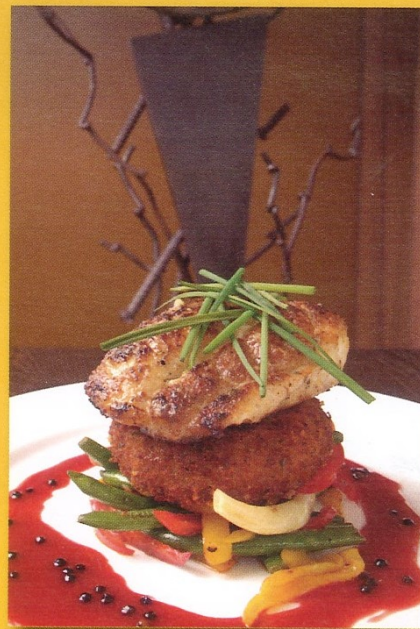


Orlando Magical Dining Month Returns This September!



September 1-30, 2009, indulge in Orlando Magical Dining Month, a culinary celebration where area restaurants feature three-course, prix-fixe dinners, at an exceptional value of \$20 or \$30. Try a different restaurant every week. Or every day! Here are just a few of the restaurants you'll be able to enjoy this September.

B.B. KING'S BLUES CLUB	LE COQ AU VIN
BICE RISTORANTE	MAMA DELLA'S RISTORANTE
BUBBA GUMP SHRIMP CO.	MING COURT
CALA BELLA	THE OCEANAIRE SEAFOOD ROOM
EMERIL'S RESTAURANT ORLANDO	PISCES RISING
EMERIL'S TCHOUP CHOP	REDROCK CANYON GRILL
EVERGLADES RESTAURANT	ROCCO'S ITALIAN GRILLE
ISLANDS DINING ROOM	TAVERNA OPA
THE KITCHEN RESTAURANT	TOMMY BAHAMA TROPICAL CAFÉ
A LAND REMEMBERED	VINES GRILLE & WINE BAR



New restaurants are being added everyday at orlandomagicaldining.com

A portion of each Orlando Magical Dining Month meal served this September will benefit the Arnold Palmer Medical Center Foundation.



ARNOLD PALMER HOSPITAL
For Children
Supported by Arnold Palmer Medical Center Foundation



2009 Florida Division Leadership & Education Conference

Saturday, September 26, 2009

**BUILDING CAREERS - COMMUNICATION
GETTING THE MESSAGE ACROSS TO YOUR TEAM**

Keynote Speaker: Valerie Tutor, valerie tutor & associates, inc
(Recertification points will be available for this event)

Don't forget to arrange your schedules for the added bonus of a Committee Forum

Friday, September 25, 2009 from 3:00 – 5:30 p.m.

Followed by a cookout and building activity (no additional cost)

Ocala Hilton
3600 SW 36th Avenue
Ocala, FL 34474

Reservations – <http://www.hilton.com/en/hi/groups/personalized/QCFQHHE-IAAP-20090924/index.ihtml>

or call 352-854-1400 and ask for the IAAP FL Division LEC rate

**Hotel room rates: \$109/night (includes breakfast) for up to 2 people/room
\$119/night (includes breakfast) for 3 or 4 people/room**

Conference cost: \$89 IAAP Members \$99 Non-IAAP Members
Cost includes Friday Night Cookout, Continental Breakfast and Lunch on Saturday

REGISTRATION DEADLINE: September 18, 2009



IAAP FLORIDA DIVISION
"Power of Commitment"

LEADERSHIP & EDUCATION CONFERENCE

BUILDING CAREERS - COMMUNICATION
GETTING THE MESSAGE ACROSS TO YOUR TEAM

SEPTEMBER 26, 2009
VALERIE TUTOR, FACILITATOR

With today's technology and all the ways we have to communicate, why is it still so difficult to get our message across? As a key member of the team in any office, the communication skills of today's administrative professional are critical to success. We often act as gatekeepers to ensure that the proper information is given to those above us and to those we supervise. Additionally, as a member of a larger team, we must communicate effectively with other departments and groups so that clients and customers we serve see our business as a seamless process.

This workshop will focus on discussions and interactive exercises with an informal, high energy approach, in order to examine the successes and shortcomings of professional communications. It will give us an opportunity to provide feedback to ourselves and others regarding our own communication abilities as well as look for areas about which we need to learn more.

Mastering effective communication is one of the essential pieces of building a career rather than just having a job. Those that excel will find themselves moving forward with today's changing business landscape and being a role model for others.

Get ready to participate and practice together as we jump into building a better work experience for ourselves and our team members in 2009-2010!

- ❖ Communication Channels
- ❖ Clarifying Expectations and Ensuring We're on the Same Page
- ❖ Consensus Building - Let's All Go There Together
- ❖ Communication Challenges Today
- ❖ What would YOU do?





Name: _____ CPS/CAP: _____

Address: _____

Chapter: _____

Chapter/Division Officer Chapter/Division Committee Chair

IAAP Member Non-IAAP Member

Contact Number: (____)____-____ Work Home Cell

Payment Method: Cash Check PayPal

Mail to: Nancy Meagher CPS/CAP
PO Box 4547
Ocala, FL 34478-4547
Email: nmeagher@ocalafi.org
Fax: 352-351-6718

Attending Friday Event: Yes No

Attending Saturday Event only: Yes No

Require Ways & Means Table-Saturday only (no charge): Yes No

REGISTRATION DEADLINE: September 18, 2009

Please note: If paying by PayPal, be sure to use the Florida Division Website:

<http://www.iaap-floridadivision.org>

Follow the link to the Programs and Events, then to the LEC tab on the left. The link for PayPal will be located there. Once you have completed this form, either fax, mail, or e-mail to Nancy Meagher CPS/CAP to complete the registration process.