



# GRC News Flash Volume 6, Issue 1

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June 2010

### Annual Meetings 2010

- July—Dark
- August 18—Professional and Calm in a Crisis (or All About Freaking Out)
- September 15—An Administrative Professional through the Eyes of An Executive
- October 20—Communication 101
- November 17—Purposeful Forms (Microsoft Word)
- December—Dark

### 2011

- January 19—Project Management for Administrative Professionals
- February 16—Basic Business Skills to Get You on the Fast Track
- March 16—Writing Tips to be Right On
- April 20—Creating the Life of Your Dreams with Passion and Purpose
- May 18—Ten Barriers to Effective Communication
- June 15—Writing and Office Organization

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### President's Corner by Linda Martin

Congratulations to the outgoing Board for a job well done in leading the GRC through another dynamic year with money left in the kitty. Our 2010-2011 Board is enthusiastically planning to build on the momentum already created. I want to thank Joy White-Keeler (VP Membership), Linda Cook, CPS (Secretary), and Theresa Souza (2<sup>nd</sup> term Treasurer) for joining me in the next term to keep GRC moving forward with "passion and purpose." We wish Kathleen Smith continued success as she advances from holding many GRC Board and committee positions to the next level by serving on the California Division Board as their Corresponding Secretary. We're thrilled for her and very grateful that she also will continue to be involved with GRC. Also, best wishes to outgoing Secretary, Barbara Lopez. Thank you to all

and have a fantastic, relaxing summer!

In addition to providing the best educational programs, supporting our community, and reaching our professional and personal goals, all of us need to make every effort to recruit new members. Part of the value in our organization is what we can learn from each other. Let's take every networking meeting, social gathering, or elevator ride as an opportunity to draw in more members to our chapter.

As a first-time attendee of the Annual Educational Forum and California Division Meeting (AEF/CDM), I can't tell you how impressed I was by the high quality of educational sessions, how well-organized all events were, and the camaraderie shared. You'll read more about

this event further in our newsletter, but I just want to encourage everyone to try and budget now for next year's event. It is an experience you shouldn't miss.

I look forward to representing the GRC as President for a second term, continuing with our traditions, and, with your help, starting some new ones. Your suggestions and ideas are invaluable and always welcome. May we wholeheartedly support and believe in the new 2010-2011 theme – **Passion & Purpose - Everyone Makes a Difference!**

Gooooo North Chapters!

Linda S. Martin  
IAAP Greater Roseville Chapter  
President, 2010-2011  
**Passion & Purpose - Everyone Makes a Difference!**

### Chapter Meeting News!! by Kathleen Smith, Programs

JUNE MEETING RECAP — Our speaker Susan Robinette, GRC Member, presented us with great tips to save us time on web researching tasks, and shared websites for us to gain free templates, aid in accomplishing tasks, and tips/advice in advancing our careers. Her interactive presentation brought all in

attendance together with web questions/information, and more examples and tips that each of us also use. I will be using the "free templates" website quit often now in my career.

We installed two new members, Cheri Miller and Linda Cook. Besides that installation, our new

2010-2011 Board was also installed using the IAAP "Mirror" installation. Installed was—Linda Martin, President; Joy White Keeler, VP of Membership; Linda Cook, Secretary; and Theresa Souza, Treasurer. Their office will begin on July 1st, and they have an exciting year planned for all of us!

### GRC's Professional Development Seminar Update

On Saturday, May 22nd, GRC held its first ever "Professional Development Seminar." It was a fantastic turn out with four great speakers touching on the topics of inspiration, being in charge, networking, software, productivity, and technology for the new millennium. Oh, I can't forget the delicious breakfast and lunch.

**Kristi LeGue**, inspired us with the power we have within our-

selves, harnessing it, and using it to our advantage. **John Waller** provided tips and methods for networking, and shared new technology/software information. **Marsha Young**, SPHR, was a true driving inspiration; teaching us to achieve, influence, and manage our outcomes, and become a leader. **Mike Toibin** from Sanford showed us the latest and greatest in writing implements, new labeling machines, and using mail

merges with the labeling machines.

Our own **Theresa Souza** was the winner of Sanford's Dymo 450 Labeler, and **Cheri Miller**, our newest GRC member, won the Wine/ Snack/Gift Card Door Prize Basket. Congrats to both ladies!

**What's Up Next?** by Kathleen Smith, VP Program

**WE WILL NOT HAVE A CHAPTER MEETING IN JULY.**

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We will however have another **Dine & Donate event on July 21** at the local Roseville Boston Market.

You don't need to stay and eat—you can take your dinner to go. Just come on by between 4:00pm and 10pm with your family and friends for dinner (must have a

GRC dining ticket). Dining tickets are available via the chapter's website at [www.iaap-roseville.com](http://www.iaap-roseville.com). We hope to see you there!

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The GRC Board of incoming and outgoing officers will be having a Board Retreat in July to discuss the upcoming term, create a draft budget, review Bylaws & Standing Rules, and many other topics for the GRC membership.

Members will receive more

information prior to the August GRC Meeting to keep you up-to-date and prepare you for any voting that may be conducted at the August meeting.

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Our next Chapter program and meeting for the new term will be on **August 18th**. The topic is a "hot" one, "Professional and Calm in a Crisis (or All About Freaking Out." More about this to come in the next GRC News Flash.



**2010 Annual Educational Forum & 58th California Division Meeting**

**Conference Update** by Kathleen Smith, VP Program

The Las Positas Chapter really outdid themselves at this year's 2010 Annual Educational Forum and 58th California (CA) Division Meeting Conference.

Linda Martin, Theresa Souza, and I attended this year's 2010 Annual Educational Forum and 58<sup>th</sup> CA Division Meeting Conference in Pleasanton, California, at the Hilton Club Pleasanton on June 11-13, 2010. The event coordinator, Barbara Rambow CPS/CAP and her committee did an awesome job organizing the wonderful weekend.

We attended the pre-conference dinner event on Thursday night. This event was held at the Campo Di Bocce of Livermore where we had an old fashioned Italian family dinner and afterwards received a lesson in Bocce Ball. All three of us were on the same winning Bocce Ball team as we played other IAAP chapter members from throughout California.

As for the actual annual educational forum, Debra Burruss CPS/CAP, Division Vice President, did a great job choosing six dynamic speakers who shared a wealth of information with every one us on Commitment, Respect, Adaptability, Communication and Integrity. We wrapped up Friday evening with a fantastic Vendor Expo. There were over 30 vendors

in attendance with giveaways for all, and great door prizes. I left the evening with a bottle of Chardonnay wine, two wine classes, and a gift certificate for a one-night stay at the Hilton Garden Inn San Francisco/Oakland Bay Bridge Hotel.

Our California Division Board kicked off Saturday morning's 58th California Division Meeting with Color Guards from the US Marines. Thank goodness our Chapter Delegate, Linda Martin, and others only had to vote on three CA Division Bylaws and Standing Rules (sometimes there are so many, the voting seems to last forever). The Town hall meeting portion brought forth great questions, ideas, and information that was address by not only our CA Division Board, but also by Karlana Rannals CPA, our Southwest District International Director. The evening ended with the Banquet cocktail reception, dinner, and the installation of our 2010-2011 CA Division Board. I can now say, "I'm your California Division Corresponding Secretary."

The conference ended on Sunday with breakfast, a fun and exciting Leadership speaker, and the announcement of all the Chapter Ways and Means prize winners. I think all three of us went home with a prize or two.

It was great to see old friends and make many new ones. There was even a woman we met from Nigeria. I took her two days to get to California with one stopover in Paris.

Next year's conference will be held in San Diego at the Hilton San Diego Mission Valley on June 10-12, 2011. I hope more of our Chapter members will be able to attend. These conferences are such a great experience, not just for the educational and information that you gain, but also for the camaraderie, friendships, and networking with peers in your field.

The 2010 Annual Educational Forum and 58th California Division Meeting Conference photos will be posted soon on the CA Division website at [www.iaap-ca.org](http://www.iaap-ca.org).





**2009-2010  
GRC Board**

**President,  
Linda Martin**

**Vice President,  
Kathleen Smith**

**Secretary,  
Barbara Lopez**

**Treasurer,  
Theresa Souza**

**POWER  
of  
Commitment**  
Greater Roseville Chapter



## Are You a Successful Administrative Professional? By Karen Porter

*The Administrative Professional Job Performance and Career Success Coach™*

As you know, my passion is serving success seeking administrative professionals. But what exactly is success as an administrative professional?

- Success may mean job advancement in your administrative role or it simply may mean performing in your current admin job at your best.

- Success may mean feeling satisfied on the job more often than not.

- Success could mean having an internal sense and knowledge that you're truly adding value to your company.

- Success could mean you're helping to make your manager or executive more effective in meeting his or her work goals.

Success might mean you feel secure in your job and less stressed this year -- even with all the economic job turmoil and job insecurity.

Success as an administrative professional could mean many more things to you. Only you can define what success as an administrative professional means to you. It's not the same definition for every administrative professional.

## Tools & Products to Enhance Your Productivity by Meggin McIntosh, Ph.D. | *The Ph.D. of Productivity™*



### Top 10 Productivity Tips

I'm happy to report that there are many folks out there who are creating cool new tools to use for increasing our productivity. These are some of my personal favorites. See what might work for you.

1. **Clear folders.** I am completely addicted to these clear folders. My assistants and I use them for every task and for every item we put in a tickler file or that we are sending back and forth to each other as we work on projects. Yes, it means you buy hundreds.
2. **Pendaflex or Smead hanging file folders.** Cheap substitutes are not the same.
3. **Brother P-touch labeler.** It's incredible how much more productive you can be when you can read the labels you've

generated for folders, boxes, notebooks, and shelves with this tool vs. your own handwritten labels.

4. **Dymo LabelWriter.** When you need to print just one label for an envelope, this is the tool for you.
5. **Letter opener.** If you would like me to send you one, contact me ([meggin@meggin.com](mailto:meggin@meggin.com)) and I will. People love these when I give them out in my productivity workshops.
6. **Box bottom hanging file folders.** If you don't know what these are, you're missing out on a huge "tidy up" opportunity for your filing cabinets.
7. **Planner.** Choose one that you really like and that serves your needs and style.
8. **Dri-Line** (instead of the old-

fashioned White-Out). I can't believe people are still using the liquid stuff. P-U.

9. **Decent pens & pencils.** Throw out the ones that barely work or that you hate to write with.
10. **Heavy duty chair mat.** I hope you have a rolling chair and you need a decent chair mat that lets you glide around your work space.

Invest in the products and tools you need to help yourself be productive. And, make sure that people who work for you also have the tools and products they need. It's worth the investment. (Yes, there's that word again.)

## Avery Wants to Hear From You

Avery invites you to give your opinions on Avery products, templates, software, demos, articles and step-by-step projects, and how they can make your Avery experience better. Have your review posted online and share your thoughts with others! Avery values your feedback, and is looking forward to hearing from you.

Here's all you need to do:

1. **Go to their Website** at: [http://www.avery.com/avery/en-us/Customer-Ratings--Reviews.htm?cmp\\_ID=display-IAAP-Community](http://www.avery.com/avery/en-us/Customer-Ratings--Reviews.htm?cmp_ID=display-IAAP-Community)
2. **Search** for the product or item you wish to review. Or, select one of the popular products or categories on the page.
3. **Click** on "Write a Review."
4. **Sign in** or register.
5. **Write** and **Submit** your review.

## Formal Evaluations Can Improve Employee Performance

Not everyone looks forward to it, but the performance review remains a valuable assessment tool, according to human resources (HR) managers in a recent survey. An overwhelming majority (91 percent) of respondents said formal evaluations are effective in improving job performance. Six in 10 (60 percent) said they conduct these meetings once a year, and nearly one in five (18 percent) hold appraisals at least quarterly.

Below are five tips for employees on making the most of your performance appraisals:

1. **Sort out the details.** Prepare for the discussion by asking your supervisor for a copy of the assessment form
2. **Showcase your accomplishments.** Highlight any kudos or special awards you've received for your work since your last formal review. Keep an ongoing list of key achievements to serve as a reminder to you and your supervisor of how your efforts have benefited the company.
3. **Make it a two-way conversation.** Your manager will inform you of areas where you are excelling and those where improvement is needed. Don't hesitate to ask questions about the assessment or request support or guidance.
4. **Share your ideas.** Discuss what you hope to achieve at the company in the future and make sure these goals are in line with your long-term professional objectives.
5. **Follow through.** Regularly review the goals you've established and keep your supervisor posted on your progress.

**You don't want your employer posting this sign!**



## Experiencing and Managing Stress at Work (or Not) in Your

### Administrative Role by *The Effective Admin*

*The Effective Admin* researched administrative professional experiences with stress at work and advice for managing their stress to prepare a 63 page special report on the topic. One question in the related survey asked: "What advice do you have for administrative professionals experiencing work-related stress at work?" Some responses included these:

- ▶ "Get up and move whenever you can. Do not take your work home. Learn to say 'No.' Recognize that you have no control over other's actions." —Sharon, Administrative Assistant, Washington, DC
- ▶ "I recommend time off. Taking time out for yourself is a very good refueling technique. I also find taking a little time away from my desk is good. It's nice to get out and around the office. Deliver something instead of using interoffice. Meet someone new. Even if it's only 20 minutes, this usually will improve your mood." —Melodie, Administrative Assistant, Washington

▶ "Focus on the root cause of your stress. Think about how much of it do you contribute or invite in. The solution is within your control, if managed effectively." —Bernita, Administrative Assistant III, California

According to the National Institute for Occupational Safety and Health, some early warning signs of work-related stress are headache, sleep disturbances, difficulty in concentrating, short temper, upset stomach, job dissatisfaction, and low morale.

*The Effective Admin* discovered administrative professionals report at least 67 stressors at work and in the admin professional role. These ranged from things that dealt with people interaction and interpersonal relationships to workload management — everything from attitudes to tasks.

Of 53 administrative professionals who supplied feedback for *The Effective Admin* research, more than 80% said they experienced stress "all the time" or at least "occasionally." The good news is that more than 80% of these 53

admins said their methods for handling stress at work are successful.

The complete 63-pages **SPECIAL REPORT: Stress at the Desk for Administrative Professionals and Their Stress-Busting Strategies** is available at — <http://www.admin-ezine.com/store.htm> in *The Effective Admin In-Depth Special Reports* section.





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Greater Roseville  
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## Podcast for Administrative Professionals

**Revise Your Job Description (EFAM Podcast3)** — Learn the in's and out's of revising your job description – how often you should update, the kinds of responsibilities

you ought to include, and the new skills employers are looking for.

To access this podcast, go to:  
<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Resources/>

ViewDocuments/. Then look for the links after "Topics:."

## Attitude is Everything in the Job Search by OfficeTeam

While nearly everyone can understand the frustration of a prolonged job search, it's a big mistake to let your negative feelings show. Indeed, remaining positive can help you get hired. Employers want to hire administrative professionals who are passionate about their work, relate well to others and aren't easily deflated by setbacks.

Here are some tips for conveying the right attitude to hiring managers:

*When in doubt, leave it out* —any amount of venting in your application materials is likely to turn off a hiring manager. Make sure the focus of your resume or cover letter remains on your qualifications. Think specifically about needs the firm you are targeting has and how you can help fill them.

*Be a team player* —don't outline your preferences or pet peeves before you're offered the job, such as your dislike for a formal dress code or annoyance at being asked to handle responsibilities that fall slightly outside your job description.

These types of comments can make hiring managers wonder if you have trouble following rules or collaborating with colleagues, especially those who have different opinions than your own.

*Show your enthusiasm for the position* —employers want to hire professionals with a true desire to work for their firms. Demonstrate your passion for the position by researching the company before submitting your application and noting how your skills can meet the organization's unique needs. For example, you may learn that the company is opening a new office in your area. Your experience helping to launch a startup office for your former firm could be valuable to the potential employer.

*Impress in person* —your enthusiasm, or lack thereof, will show most during an in-person interview. Simple steps, like offering a firm handshake, sitting up straight, smiling and maintaining eye contact with the interviewer, will showcase your positive

attitude. Small shifts in body language, like tapping your foot impatiently, or tone, such as sighing under your breath, can undermine your efforts to make a good impression.

*Check in with others* —if you've hit a roadblock in your job search, it might be worthwhile to get an outside perspective about how you're presenting yourself. Ask someone whose opinion you trust to review your resume, cover letter and any other materials you will be submitting to hiring managers. A subtle negative tone can sometimes seep into your application materials without you noticing.

*A job search can be challenging even in a good employment market* —if you're feeling discouraged and having trouble getting motivated, share your frustration with close friends and family. Not only can they provide a good shoulder to lean on, those you know may also have faced similar challenges themselves and be able to provide valuable advice for keeping your head high.

## Vegetable Quiche *Unknown Chef*

Give this one a try—Anyone can make this quick and easy quiche recipe. You'll be the envy of the potluck!

### Ingredients

- 1 - 9" unbaked deep pie crust
- 2 cups broccoli (chopped)
- 1 large red pepper (finely chopped)
- 2 cups Swiss cheese (shredded)
- 3/4 cup onion (chopped)
- 2 garlic cloves (minced)
- 1 tbsp. butter
- 1 egg white (lightly beaten)
- 4 eggs
- 1 1/2 cups half-and-half
- 1/4 tsp. ground nutmeg
- Salt and pepper to taste

### Instructions

Preheat oven to 375°. In a saucepan, sauté onion and garlic with butter. Remove and cool. Brush pie crust with beaten egg white. Add broccoli, red pepper and cheese into pie crust. In a bowl, whisk together eggs, half-and-half, nutmeg, salt and pepper. Fold in onion and garlic. Gently pour egg mixture into pie crust. Bake uncovered for about 35-40 minutes or until set.

If edges get too brown, cover edges with foil during baking.

Let stand 5 minutes before slicing.

Serves 6-8 persons.

**Nutrients per serving:** 1 serving (1 piece) equals 369 calories, 31 g fat (16 g saturated fat), 190 mg cholesterol, 330 mg sodium, 15 g carbohydrate, trace fiber, 9 g protein.