



GRC News Flash Volume 11, Issue 1 November 2009

President's Corner
By Linda Martin

Congratulations to the Greater Roseville Chapter on its 8th anniversary. We celebrated with a gift exchange and also enjoyed giving back to the community with our "Christmas Miracle Toys for Tots" drive. Toys will be distributed to children in the Placer County Children's Receiving Home and Foster Care Program.



We had an eye-opening program with Jacque Finn from Hartford Insurance and Bill Pacheco from Edward Jones as they shared their insights about ***The Power of a Woman's Journey Towards Financial Independence.***

Many thanks to Michele Caruso for her generosity in enabling our chapter to do a little fundraising while having fun with her ***Cookie Lee Jewelry.*** GRC is receiving 100% of the proceeds. There is still time to order and get some of your Christmas shopping out of the way. Just contact me for further information.



I can't emphasize enough that our GRC "Stars" need to keep up the momentum in their quest to achieve only 8 of the 11 criteria to earn a **Member of Excellence** award. So far, Kathleen Smith and Theresa Souza are in a dead heat with each meeting six criteria and getting closer to that goal. Let's catch up to them ladies!

We're looking forward to seeing you and other colleagues at the **"Mix It Up" Open House** on Thu., Dec. 3rd at The Shepherders. Join IAAP members from the Greater Roseville, Sacramento, and Rancho Cordova chapters between 4:00 to 7:00 p.m. for complimentary hors d'oeuvres and wine tasting, networking, and raffle prizes. Administrative and HR professionals, as well as employers throughout the region are being invited. You won't want to miss this great event.

May you and your loved ones have a very **Happy Thanksgiving.** Be safe on the roads and let's share those "low cal" recipes as we officially kick off the holiday season.

Gooooo North Chapters!

Linda S. Martin
IAAP Greater Roseville Chapter President, 2009-2010
Power of Commitment ... Power Within You!



The ABCs of Admins

By Todd Hunt

Bless those bosses who appreciate what admins do. The following job description only scratches the surface:

A uditor
B udget manager
C aterer
D iplomat
E ducator
F ire fighter
G raphic artist
H oop jumper
I nternet expert
J uggler
K itchen liaison
L ifeguard
M ind reader
N ewsletter editor
O rganizer-in-chief
P urchasing agent
Q uality control supervisor
R esearcher
S preadsheet designer
T ravel agent
U mpire
V olunteer coordinator
W ebmaster
Xerox specialist
Y ear-end report compiler
Z ookeeper

Thank you, admins everywhere – you keep business humming!

Business humorist Todd Hunt speaks for IAAP chapters and other organizations that want to add fun to their meetings and send members back to work smiling, with tips to improve communication and success. Visit him at www.ToddHuntSpeaker.com.



Getting Employees “Engaged” By Steve Ventura

As you read the article below on Getting Employees 'ENGAGED' we could easily put **Chapter Member** in everywhere the word **Employee** was used. As leadership we need to get **Chapter Members** 'ENGAGED' in what is happening in their chapter. Read the four things to do - are we doing that in our chapter?

You know, as leaders, we all tend to face similar challenges. And one of the more common of those is figuring out how to get employees more engaged at work ... more committed to their jobs. The WHY is obvious – the HOW can seem perplexing. If it was easy, everyone would nail it; if it was easy, it wouldn't be such a “challenge.” So, what do we do ... what can YOU do? Well, I've recently come across an invaluable resource that answers that very question.

In her revealing book **I Quit, But Forgot to Tell You**, Terri Kabachnick offers a large helping of practical employee engagement strategies that every leader should find beneficial. One of the many that resonated with me has to do with **treating employees as partners**. And it's one that all of us would be wise to work on and pay attention to.

Over the years, I've learned that people tend to act and respond according to how their treated. So, if we want employees to act more like stakeholders in the business, we need to treat them more like stakeholders ... we need to make them “partners” in the enterprise and provide them with opportunities for greater involvement. And, as **I Quit, But Forgot to Tell You** points out, that means doing things like ...

- Teaching team members the basics of the business as well as their jobs.
- Sharing information about your organization's challenges, finances, and future plans.
- Helping each person see the big picture and understand his or her part in it.
- Soliciting employee input and ideas on processes and purchases.
- Giving the people who do the work a say on how it should be accomplished.

Bottom line: When employees are treated as partners, senses of ownership, involvement, and responsibility are more likely to set in. And the pride that comes from contributing as a true stakeholder can fill a powerful personal need that we all share.

Like more help in building employee engagement? Check out: [I Quit, But Forgot to Tell You](#) by Terri Kabachnick. And, be sure to pass this Leadership Solution along to YOUR FRIENDS!

Lead Well ... Lead Right!



Interpersonal Communication Skills for Difficult Conversations

By Cal LeMon, a leadership speaker from one of our past California Division Meetings

You just discovered someone has been making decisions about your professional future ...and chose to keep these clandestine plans from you.

How do you respond?

First, if the person tossing the die against the wall of your tomorrows has positional power and obviously did not intend you to have a voice in this discussion, here are three, non-productive choices.

You could throw a “double hissy” in front of your coworkers (that always makes you feel better for about three or four nanoseconds) and once the screaming has stopped you may want to walk quickly to HR to pick up your last paycheck.

You could also pick the eternal “stare and sulk” methodology which will always make you a contender for the Academy Awards of Victimization.

The final choice is obvious. You could beat the hangman to the gallows and pull the trapdoor lever by just calling in your resignation at 3 a.m. to the Employee Help Line.

Second, and highly recommended, you can pursue these sequential steps.

Step One—When you discover your future is being surreptitiously molded by foreign hands, confront.

Your script for this conversation could read, “I understand my professional future with our organization is under discussion. Am I correct? “

Be prepared for your boss to try to “triangulate” the conversation by asking, “Who told you that?”

Indirectly refuse to answer the question with this retort, “My professional future, as you will certainly agree, is my responsibility. Therefore, I need to know if there is any truth to my assumption that my professional future is under consideration by you or others.”

Notice in Step One you are pursuing a non-confrontational confrontation.

Step Two—Your boss may say, “I don’t know what you are talking about. No one in management is discussing your tenure.”

The statement above is a divine gift because now you can respond, “If I am wrong about my assumption then I assume you can now tell me the quality and quantity of my work has your wholehearted endorsement.”

Listen carefully to the tone and words you hear next. If there is any equivocation, any hesitancy or hiccup in your boss’ voice, follow up with, “I sense you did not give my work a ringing endorsement. Tell me, am I right or wrong?”



Step Three—If you hit a stalemate, thank the person for listening to you with, “I realize we do not agree on information and impressions. What I hope the two of us can agree on is the need for transparency in our dealings with each other. I will continue to proactively represent myself and I know you will do the same. Thank you for your time today.”

So, what did you gain? Even if your boss did not give you a full “confession,” you communicated your need to be consulted when your professional future is on the block.

IAAP “Mix It Up” Open House

The invitations are just about ready to be emailed and snail mailed. Be sure you share this invitation with your friends and colleagues. They won't want to miss the 1st Annual Greater Roseville, Rancho Cordova and Sacramento Chapters' regional International Association of Administrative Professionals (IAAP) Open House Mixer.

This Open House Mixer will provide the perfect opportunity for administrative professionals, human resources staff, regional employers, and others in the area to drop in and learn what the IAAP is all about while enjoying **complimentary** appetizers, wine tasting and the opportunity to network with other professionals in their field.

Mark your calendar for **Thursday, December 3 at the Shepherders Bar & Grille in Rancho Cordova from 4 to 7 p.m.** Members, this is the perfect time to invite those you believe would benefit from learning more about IAAP and in particular, the Greater Roseville Chapter.

Upcoming Meetings

There will not be a GRC meeting in December 2009. We will resume meeting the third Wednesday of the month on **January 20, 2010**. Kenny Stoves, Branch Manager at Geary Pacific Supply, will present “Productivity/Time Management” ... a relevant topic to start our new year.

Your GRC Board of Directors

President	Linda Martin	lmartin@mgocpa.com	916.642.7040
Vice President	Kathleen Smith	kittyk@surewest.net	916. 773.4734
Secretary	Barbara Lopez	b.lopez@surewest.com	916.786-1672
Treasurer	Theresa Souza	tsouza@mgocpa.com	916.642.7078

