



International Association of
Administrative Professionals®
Greater Roseville Chapter

GRC News Flash

Upcoming Meetings

2009

- Oct 21—The Tao of Everest -Presented by Ian Woodall, Leadership Key-note Speaker
- Nov 18—The Power of a Woman's Journey Towards Financial Independence
- Dec—Dark

2010

- Jan 20—Productivity /Time Management
- Feb 17—Adobe Software
- Mar 17— Event Planning
- Apr 21—CSP/CAP Testing (What to Expect)
- May 19—Office Safety and how to Prevent Accidents
- June 16—Technology to Make Your Life Easier

**Meetings May Change
Without Notice**

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September 2009

President's Corner, by Linda Martin

For those who weren't able to attend our GRC Chapter meeting on Sep. 16th, you missed a dynamic presentation by professional speaker Marsha Young, SPHR. Her discussion about "A.I.M. HIGH: Using the Power Within You" (to **A**chieve, **I**nfluence, and **M**anage Outcomes) hit on so many levels that tie in with our Power of Commitment ... the Power Within You motto for this year. We have the Power to **A**chieve, Power to **I**nfluence Others, and Power to **M**anage Outcomes.

We also welcomed Debra Burruss, CPS/CAP, Vice President of the California Division. She reiterated how each member easily should be able to attain the minimum 8 of 11 criteria for the Member of Excellence Award and how our Chapter should be able to attain the minimum 14 out of 19 criteria to win the Chapter of Excellence Award. Of course, we are very passionate about the **North/South challenge**, so Game On!!! I'll periodically send you updates of how we're doing.

Our "**Stars**" status chart shows that some of our members are well on their way down the "Pathways to Excellence" and achieving the Member of Excellence Award. To kick off our own "challenge," I invite you to submit your suggestions to me regarding **incentives** to earn those stars (points). Here are some initial thoughts for rewarding the first person(s) in our Chapter to earn their minimum number of "stars" and/or perhaps have a drawing of all those who earn at least 8 stars: 1) Gift certificate (Lunch/dinner? Manicure/pedicure? Movie tickets?). 2) GRC pays half of Chapter meeting dues. 3) What extra incentive do you need? What kind of prize would motivate you (other than your own personal satisfaction and that Certificate ... of course)? Let me know what **in\$pire\$ you**.

ATTENTION BUNKO FANS ... We still need a Chair/Co-chair for our Bunko Fundraising Committee. We just need a small committee to quickly select a date for the event (February or March 2010), help distribute prize donation letters in October, and secure a location by December (the Board has already done preliminary research). Please email me at lmartin@mgocpa.com or call me at 916.642.7040 if you'd like to volunteer or need more information. Meeting our budget (and having \$\$ for those incentives) relies **HEAVILY** on our two fundraisers (**Yankee Candle and Bunko**).

In case you haven't heard, the three local IAAP chapters (Greater Roseville, Sacramento, and Rancho Cordova) have been brainstorming about organizing an **IAAP Open House** to provide membership information. This would be a networking type mixer geared towards administrative and HR professionals, employers, and anyone else who would benefit from learning what we're all about. Please mark your calendars for **Thu., Dec. 3, 2009**, tentative time is 4:00 to 7:30 p.m., at the **Shepherders Bar & Grille** on 11275 Folsom Blvd. in Rancho Cordova. There will be free appetizers, perhaps wine tasting and music, no host bar. We want it to be a light, festive, and fun event that hopefully will be informative and inspire many nonmembers to join one of our IAAP chapters. Stay tuned for more updates. We'll be counting on you to help get the word out.

Be sure to make the **next GRC meeting on Oct. 21** when Ian Woodall will be our keynote speaker to discuss "The Tao of Everest." You're asking, "What's this?" Well, you'll have to attend to find out. It promises to be an exhilarating evening. Do you need more incentive to attend? **There will be a "prize" at the end of our term to those who attend the most GRC meetings.** So see you next month ...

Gooooo North Chapters!



5 Ways to Refresh Your Outdated Network by: Rachel Zupek, CareerBuilder.com writer

When Steven Spenser, 52, was laid off from his [Seattle-area software](#) company in 2001, he decided to become a stay-at-home dad. Seven years later, when he started looking for [full-time](#) work, he faced a problem: All his old contacts and job references were seven to twelve years old.

"Tracking down my previous references proved problematic since many of the companies were Internet startups that have gone out of business," Spenser says. "I've found that two are willing to sing my praises again, but I have no one to direct to them."

The process of his network becoming outdated was gradual, he says. Spenser continued to see old colleagues and work friends socially for a few months after his layoff, so he didn't foresee any point at which he would fall out of touch with them. Eventually, his former co-workers stopped calling and he was too busy to notice.

Many people these days are in Spenser's position: After working at the same business or for only a few companies throughout their careers, workers are finding themselves unemployed with an outdated Rolodex and no job references in sight. Though experts recommend networking constantly, many professionals find it difficult to maintain business relationships and keep up with everyday life. To avoid running into this problem, the idea obviously is not to let your network get outdated in the first place.

"People need to keep their network alive long before they are laid off and in search of a job," says Thom Singer, author of "The ABC's of Networking." "To wait to contact someone until you have a major need, like needing a job, will make you look like a taker: 'Hi, I have found you useless to keep in touch with for five years, but now I am hoping you will drop everything and help me,' just does not fly."

So how do you go about finding contacts that have fallen off your radar?

Start rebuilding

To begin renewing his network, Spenser did Google searches, looked on online White Pages and checked directory assistance. He finally found one former supervisor through his son's company Web site. He was able to track down a former client by finding his new business information online. Both contacts were very willing to help Spenser and serve as a continued reference.

Not all people are accepted so openly, however, when trying to refresh cold contacts. If you find yourself needing to contact someone you haven't spoken with in a long time, you should own up that you dropped the ball, Singer says.

"Tell people that you never understood why networking mattered and thus had not done a good job of keeping up," Singer suggests. "Admit that this stint of being unemployed and in need of help is humbling and that you've learned a lesson. People are more likely to want to help someone who is honest like that than one who calls up expecting assistance after not ever calling before."

If you're looking for ways to update your network, here are some ways to get the process started:

1. Make a list

Create a list of everyone you know and have known, whether or not you know where they are today, suggests Duncan Mathison, an author, speaker and [consultant](#) on companies and professionals impacted by layoffs. Circulate the list to people you have stayed in touch with and they can often fill in the blanks, reintroduce you and even remind you of others who would be worthwhile to connect with.

2. Perform a Google search

Start by typing in the full name of the person you are searching for, says Melissa Cassera, [publicity specialist](#). Try searching for the full name + the state in which the person lives. If you find a name but no contact information, try typing in the full name + the word "e-mail" or "phone."

3. Use social networks

Look up old colleagues on LinkedIn, Plaxo, Jigsaw, Brightfuse and Facebook, Cassera suggests. Many of these sites have search functions where you can search by company -- even if people have left the organization, there's a good chance they've listed it in their previous work history.

4. Fill in the gaps

If you are missing links in your network, you must replace or renew them. Revisit your trade organization, attend local networking events and use your current database to get connected to new contacts, says David Hulst, author of "From Cornered to Corner Office." If you're laid off, ask people who would be good contacts. Some will surely know the "movers and shakers" in your industry.

Rachel Zupek is a writer and blogger for CareerBuilder.com. She researches and writes about job search strategy, career management, hiring trends and workplace issues.



facebook

Be Nice (Or Else) by Winn Claybaugh, submitted by IAAP Member Sonja Ditto

My sister goes to the Paul Mitchell Institute and was able to meet Winn Claybaugh. He gave her a copy of this book and she gave it to me to read. Wow, did it change my outlook on life! This is a really great book and I would recommend this book to anyone, whether they are a hairdresser, admin professional, executive, or a janitor. IT is truly one of the best motivational books I have ever read.

Be Nice (Or Else!) identifies the factors that keep people from being nice – and how to overcome them. It also offers insight and direction on how to:

- Defuse people and handle someone who is mean to you.
- Create and expand your circle of nice.
- Tell if someone else is genuinely nice – a 3-point test
- Become aware of the 13 things that can keep you from being nice.
- Be nice even while being written up for a speeding ticket.

Winn is a nationwide motivational speaker and a member of the North American Hairdressing Awards' Hall of Leaders. He shows you how to be nice to yourself and boost your self-esteem so that you are in a better position to be nice to others. "Quite simply, you can't give what you don't have," says Winn. "By being nicer to yourself, you will awaken how to be nice to everyone."



How "Fred's" and "PDA" Boost the Bottom Line by Mark Sanborn

Find "Fred's"

In his best-selling book *The Fred Factor*, Mark suggests employers ask the following questions to identify Freds—future employees who will make a commitment to outstanding customer service.

What to ask candidates:

- Who are your heroes? Why?
- Why would anyone do more than necessary?
- Can you tell me three things that you think would delight most customers?
- What's the coolest thing that's happened to you as a customer?
- What is service?

What to ask their co-workers:

- What do you remember most about _____?
- What's the most extraordinary thing you remember him or her doing?
- How badly would _____ be missed after leaving his or her current position?

Assess Your Character

These five key words are crucial to spurring your own personal growth:

Know: What do you know? What are you most confident and certain about? What are the most important lessons you would share with someone you've mentored?

Sow: What do you sow (action and investments) that creates the biggest payoff? What are you regularly doing that creates the most success and fulfillment for you?

Tow: What are the things you tow— baggage from the past— that you need to release? What do you need to quit or overcome in your life?

Grow: What is your program for ongoing personal and professional development?

Owe: Who do you owe? Make a phone call or write a letter to express gratitude to those who have counseled you and who have encouraged you in your journey.

PDA = ROI

In *The Encore Effect*, Mark outlines the formula for a Remarkable Performance (RP): P + D + A = RP. P =

Passion, D = Discipline and A = Action. Here's how to increase your PDA factor:

- Study and learn.** Continue to read the best-selling books and magazines on company and character. Download free university lectures through Apple's iTunes U.
- Start small.** Reach goals one step at a time. Losing 52 pounds in a year sounds difficult, but one pound per week seems achievable.
- Find role models.** Reach out to people you respect for their passion and performance. Avoid people who are "blockers." Passion begets passion.
- Plug the leaks.** Examine where you are not putting your time, talent and skills to best use. Then devote time to tasks that maintain your focus and advance your goals.
- Make passion a priority.** If you deliberately and consciously act with passion, you will begin to feel that passion.

Mark Sanborn is a best-selling author and authority on leadership and customer service with more than 2,000 clients, including Costco, FedEx, Hewlett-Packard and Time Warner.



POWER of Commitment

Greater Roseville Chapter

IAAP headquarters

website:
www.iaap-hq.org

California Division

website:
www.iaap-ca.org

Greater Roseville Chapter

www.iaap-roseville.com

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North vs. South -- It's All Out War by Debra Burruss, CPS/CAP

On November 19, 1863, Abraham Lincoln stated, "Now we are engaged in a great civil war..." In that war, the North defeated the South and our country united as one. On August 15, 2009, the North again challenged the South and the South accepted the challenge. We want you to be part of our glorious victory!

Last year, only six chapters and fifty members of California Division achieved the status of "Excellence." This number is very low, considering the size and quality of California Division.

Here's the challenge: How many members in the North are Members of Excellence vs. how many members in the South is the first challenge and the prize for this is bragging rights for a whole year! I can't emphasize enough how easy it is for every member to achieve the status of "Member of Excellence." Take a moment right now and check out the "Member of Excellence" worksheet. It lists eleven criteria and you only have to attain eight to become a "Member of Excellence." If you are an active chapter member, you almost can't avoid it!

The second challenge is how many chapters in the North are "Chapters of Excellence" vs. how many chapters in the South, and again, the prize is bragging rights. I am working with your chapter board on making your chapter one of the Few, the Proud, the Excellent!

If everyone works toward this, the North can once again be victorious in this war! Please contact your chapter board or your California Division board if you have any questions. Good luck!

Phrases and Statements to Remember by Meggin McIntosh, Ph.D. | The Ph.D. of

A number of statements and phrases are worth remembering in your quest to be more productive. Consider these ten:

'No, but thanks for asking.'

'Not now.'

'Let me get back to you after I've checked on a few things.'

'I am busy right now, but let's schedule a time to meet or to talk by phone.'

'Let me verify some details with you about this project, request, or meeting.'

'I am not the right person for this, and here is a suggestion of who might be.'

'I cannot agree to the whole task, but I can agree to take on one part.'

'No, I simply can't say 'Yes'.' (This is my personal favorite).

'I can easily say 'Yes' to this because I know exactly what it entails.'

Say one or more of these in the next day or so and see what happens. Be clear on your intent to be more productive. If you need a reminder on these, **just print out this page** and display it somewhere so you can see it when you need it.

Pumpkin Cookies allrecipes.com

Cookie

2 cups shortening
2 cups white sugar
2 cups canned pumpkin
2 eggs
2 teaspoons baking soda
1 1/2 teaspoons ground cinnamon
1 teaspoon salt
4 cups all-purpose flour

Frosting

6 tablespoons butter
8 tablespoons milk
1 cup packed brown sugar
2 cups confectioners' sugar
1 1/2 teaspoons vanilla extract

Cookies: Cream shortening, white sugar and pumpkin. Add eggs and mix well. Sift together the baking soda, ground cinnamon, salt and flour. Add to pumpkin mixture and mix well.

Drop from spoon to cookie sheet. Bake 10 minutes at 350 degrees F (175 degrees C).

Frosting: Cook butter, milk, and brown sugar until dissolved. Cool and add confectioners' sugar and vanilla. Spread over warm cookies.