



# GRC News Flash Volume 7, Issue 1

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July 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—Accelerating the Success of Your Project Team
- 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

## Meetings May Change

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## President's Corner by Linda Martin

What better place to clear our minds and hunker down to some serious brainstorming but at serene Lake Tahoe. Current Board members Joy White Keeler (VP), Linda Cook, CPS (Secretary), Theresa Souza (Treasurer), Kathleen Smith (former VP and current California Division Corresponding Secretary), and I gathered with laptop, flip charts, budget reports, and creative juices flowing. (Thanks to Kathleen and "Uncle Dale" for the use of his cozy home.)

We drafted a Strategic Plan that focused on membership (retention and recruitment), education (programs, events, and CPS/CAP assistance), Member of Excellence, and Chapter of Excellence. Watch your email for a summary of the vision, outcomes, impacts, actions, and

resources for our 2010-2011 year. We will be inviting you to add your thoughts and suggestions. The Strategic Plan is an integral tool in helping us keep GRC moving forward with passion and purpose. With this plan, we hope to enhance the benefits that are of utmost value to **YOU** ... our members!

Have you signed your Member of Excellence commitment form? It is the easiest criterion to meet in your quest for the Member of Excellence award. Don't hesitate ... do it now...then email it to me so I can add a "**STAR**" by your name on our recognition chart. The race is on ... we already have almost 50% of our members who have started earning their "star" power.

Hope you're enjoying some fun in the sun as summer is slipping

away much too quickly. Yikes, there are Halloween decorations in the stores already. Be sure and join us at our Aug. 18<sup>th</sup> meeting ... read on for more exciting info.

Best,

*Linda S. Martin*  
IAAP Greater Roseville Chapter  
President, 2010-2011  
Member of Excellence 2009-2010  
**Passion & Purpose - Everyone Makes a Difference!**

## Chapter News!! by Kathleen Smith, Member

**JULY RECAP** — July was a very busy month for the new GRC board with a Board Retreat and a fundraiser event back-to-back.

The 2010-2011 GRC Board of Officers held a board retreat at Lake Tahoe where they worked hard on creating a Strategic Plan, prepared amendments to the GRC Bylaws and Standing Rules, drafted a 2010-2011 chapter

budget, and more. Yes, it was not all fun and games until Saturday night when they relaxed on the M.S. Dixie for a sunset dinner cruise on Lake Tahoe to end the day.

Also, GRC held it's second "Dine and Donate" event on July 21st. This time it was at the Roseville Boston Market. We had a wonderful time and Ken Peters,

Manager, at the Foothills Blvd. location made us all feel welcome and loved with their ever famous Boston Market Chocolate Chip Fudge Brownies (need I say more) and his personal attention. We'll know how well the fundraiser went in a few weeks.

Many thanks to Ken and the friendly staff at Boston Market!

## IAAP and California Division News

IAAP's New theme/slogan is "Passion & Purpose;" and California Division's tag to the theme/slogan for 2010-2011 is "Passion & Purpose—Everyone makes a Difference."

Your California Division Board is preparing for their Board Retreat in August where they too will be brainstorming and making plans

to lead us into another exciting year.

Also, the Division's year end update is available on the website at [www.iaap-ca.org](http://www.iaap-ca.org), along with something NEW—"Robert's Rules Made Simple."

There are some minor changes to the Member of Excellence and

Chapter of Excellence criteria. Login into the 'Members Only' location on the IAAP Headquarters' website at [www.iaap-hq.org](http://www.iaap-hq.org) and view the new changes, plus remember to print and sign your Member of Excellence form for this new term.

## Upcoming August Program by Kathleen Smith, Member

Our upcoming August 18th meeting, "Professional and Calm in a Crisis (or All About Freaking Out)" will be presented by Ronda Lawson of BDO Seidman, one of the five largest national accounting firms.

Ronda Lawson has over 25 years of experience working with accounting, legal, architecture, engineering, and other professional services firms. Her specialty is working with administrative teams to build cohesive and effective support for partner and principal groups. Ronda has worked with a number of companies in a variety of roles, including marketing,

human resources, and business management.

Ronda's presentation will cover those times when you've been at work and things weren't going as planned. I mean something major has gone wrong, the boss is pointing fingers at you, the project is not going to make the day's deadline, etc. and you're at your wits end, you can barely think straight, you want to yell, scream, cry...you can hardly keep your cool.

Well, this is the program you won't want to miss. She will discuss and teach us to maintain our

professionalism during times of stress

We will also be voting to approve the chapter budget, Bylaws and Standing Rules, and hear some exciting news from our Board about the coming term and what has been planned.



## 3 Motivational Quotes to Keep You Going by Express Employment Professionals

No one ever said that searching for a new job opportunity is easy. In fact, it's often grueling. Just like a marathon. You feel good when you first start out, but to make it across the finish line you have to find motivation within you to keep going. You may become overwhelmed and discouraged during an exhausting job search process, so here are three motivational quotes to help encourage you during the tough times.

**"The best way to predict your future is to create it." ~ Abraham Lincoln.** You have more control over your job search than you may realize. Since employers don't always seek out applicants, you should always take the first step in the job search process by notifying potential employers that you're interested in a certain position. You can start by networking with friends and contacts and letting them know what type of job you're applying for. Then, be sure to follow up with potential employers. If you envision a new job, don't just hope it happens. Actively get out there and begin to create your future. You have the power to make it happen.

**"To be a champion, you have to believe in yourself when no**

**one else will." ~ Sugar Ray Robinson.** If you've applied to several jobs or have been looking for the right opportunity for months to no avail, try to remain positive, as hard as that might be. It's important to stay optimistic because you convey your attitude in your cover letters, résumés, and especially interviews. Employers will notice if you don't believe in yourself and may doubt that you're the right person for the job. But, when you believe in yourself and are able to project confidence during an interview with a potential employer, you will be more likely to succeed.

**"Error is only the opportunity to begin again, more intelligently." ~ Henry Ford.** Landing an employment opportunity after interviewing with just one employer is not likely in this economy. But, that doesn't mean you're doomed. Instead of giving up, think of each interview as a chance to learn and improve upon your mistakes. Then, each time you're at an interview, practice your techniques. You'll get better at interviewing until you get the results you want – a job offer.

Finding motivation and continuing to push forward when you're struggling in your job search could mean the difference between

receiving an employment opportunity and not even receiving an interview. So, the next time your search starts to wear you out, remember these three simple, yet inspiring, quotes to help you keep going. You'll be closer to reaching the finish line every time you take action, believe in yourself, and persevere.





2010-2011  
GRC Board

President,  
Linda Martin

Vice President,  
Joy White-Keeler

Secretary,  
Linda Cook, CPS

Treasurer,  
Theresa Souza



## Should Administrative Professionals Pursue More Education?

By Karen Porter (The Administrative Professional Job Performance and Career Success Coach™)

Learn why the best administrative professionals never stop learning. I know that you already value ongoing learning related to your job and career. However, mention higher education in particular to some administrative professionals and I don't doubt you'll get conflicting viewpoints on its necessity to be a top administrative professional. You probably have a few thoughts of your own on the subject.

But the way I see it in regard to continuing education opportunities is this...whether you're specifically seeking a college degree, just taking miscellaneous continuing education classes, attending a one-day workshop, getting a certification or reading self-study materials from TheEffectiveAdmin-Store.com, that's a good thing. It may not be necessary in every admin's job/career but it can definitely be helpful and useful.

That's any or all of the above. I view each learning method mentioned as valuable. I know people with college degrees who are less productive or successful than those who are self-taught and vice-versa. I favor all learning methods, not just specifically higher education formats. I truly believe this. But why do I say this? For several reasons...

~Learning enables you to find or create new processes to do current procedures in your job well or even better than average. Educational resources are a catalyst for creativity. You don't have to be born creative; you just have to find resources that set your mind to work. One thing then leads to another. A book discussed X. You decide if you made this one change to method X you could actually use it to do Y in your office quicker or with less errors. Sometimes you need that outside element to spark creativity. (In fact, I use outside elements a lot for inspiration.)

~Career administrative professionals want to stay

motivated and enthused in their jobs, even after 10, 20, 30+ years on the job. One way to do this is through learning new skills and ideas and applying them to new areas of your job. Initiate those new areas or tasks. Let your manager know "I just learned all about X, so I can help you with Y now." Watch your executive's eyes light up when he hears you take initiative to continue learning in your field.

~Learning opportunities present ways to see how other administrative professionals are doing things today. That's why I frequently try to get responses to survey questions in the newsletter from administrative professional readers and even admin/career coaches. As a working administrative professional, you get to think: "Well, yea I have been doing it the best way possible all these years" or "Ooooh...what a great way to do that task. I had never thought of doing it that way."

~Even if you know it all (or you think you know most everything you need to know to do your job and then some), you can't possibly remember it all 24/7. Educational materials provide refresher courses. You think "Oh, that is a great way to talk to Sally about that little conflict we've been having. I've heard of that method before but had forgotten about it." Geez...many of us can't remember where we left our car keys or eyeglasses, so how can you possibly be expected to remember the best way to do every skill and task in your office? How can you possibly remember the best way to handle every communication or other soft skill scenario without a refresher course now and then?

Those are just some of the reasons I favor continuing education whether it's reading trade magazines, self-study tip sheets or attending live classes at colleges. All of it works. Just do some of it year-round, every year.

That said, did I ever tell you about my former administrative

professional colleague who spent quite a few years working on a college degree in computer information sciences? Not long before she walked down the graduation aisle, her manager accompanied her to an official luncheon and presentation at the company recognizing her 25 year status as an administrative professional there. She was indeed a veteran administrative professional with her company but not quite ready for retirement.

However, not long after she walked down the college graduation aisle, her employer's department leaders initiated layoffs of almost every admin in her department. Fortunately, she took her new computer information skills in a lateral move to the IT area of the department. Moral of this story: Continuing education can be helpful (and you don't always know when and perhaps not always why until the moment you need that particular knowledge).

## Did You Know Healthcare Jobs are STILL on the Rise in this Economy?

**PHILADELPHIA — November 10, 2008** — Beyond.com, Inc., the world's largest network of niche career communities, released its Third Quarter 2008 Career Trend Analysis and Industry Outlook Reports, which analyze and report employment trends across more than 25 industries. Despite the failing economy, Healthcare & Medical jobs are on the rise and experienced a 2.66 percent increase over the past 12 months. In a time when many industries are declining as a result of the economic recession, the healthcare sector has become a driving force for local employment growth in many regions across the country, including Houston, Los Angeles, Atlanta, Dallas and Philadelphia.

Healthcare & Medical also gained the top spot of all online jobs

posted across the Beyond.com Network in third quarter 2008 with 12.92 percent, surpassing Information Technology, the leading industry for the past six consecutive quarters. In fact, Information Technology experienced the largest decrease in jobs (1.09%) in the third quarter, but still ranked a close second in total jobs with 12.90 percent. Other top industries include: Sales (11.65%), Clerical (7.92%), and Accounting & Finance (7.07%).

Job growth in the healthcare industry may even be a side effect of the failing economy. Today's research has shown financial concerns during recessionary times often lead to increased stress, depression and mental illness that require treatment at a time when some people can't afford health insurance or take preventative measures. These factors, in addition

to the aging population, the ongoing nursing shortage and growth of outpatient services requires an increased number of healthcare professionals to keep up with the growing demands of the population.

"Although the healthcare industry has continued to thrive, the recession is beginning to take its toll on many industries across the country, causing a sharp decline in jobs and leaving many professionals to wonder when our economy will bounce back," says Rich Milgram, CEO of Beyond.com, Inc. "According to a recent poll, with a newly elected president, job seekers expect change and are hopeful that the economy and job market will be revitalized to pull us out of the recession and keep the American economy strong."



## Is Your Meeting a Time-Waster ?

Anyone who has worked in an office environment knows that meetings are inevitable. They also know that these gatherings sometimes seem to serve no purpose. In fact, executives surveyed by OfficeTeam said that 28 percent of meetings are unnecessary, according to Robert Hosking, executive director of OfficeTeam. The next time you lead a meeting, heed the following signs that the gathering could be a waste of time:

**You've left nothing out.** It's a good idea to have a meeting agenda, but it shouldn't be excessively long. Also, just because you've set aside a certain period of time for the get-together, that doesn't mean you need to fill every minute. Look through the agenda for repetitive items, which can be combined, or topics that can be left for another meeting.

**You've invited everyone you can think of.** Look through your list of attendees to determine if everyone must be included in the discussion. Often, people are

invited as a courtesy instead of out of necessity. A lengthy participant list also may indicate that you are trying to accomplish too much in a single meeting. Ask yourself if each person who's attending has a stake in the majority of items on the agenda. If not, you either need to trim the list of invitees or revise the agenda.

**The meeting runs longer than an hour.** Time is a precious commodity, especially in a recession, when everyone is being asked to take on more work. So having people sit in a meeting for longer than an hour is asking a lot. Plus, it's likely that attendees will start to lose focus as the gathering runs on. Whenever possible, keep meetings under an hour. If you must schedule more time, try to get people to interact, offer them snacks or vary the speakers to help everyone remain engaged. For very long meetings, schedule a break so people can stretch their legs and check their messages.

**There are too many visual elements.** Visuals, such as PowerPoint slides, can be effective for simplifying complex ideas or rein-

forcing information. But they can also bog down the discussion. Instead, distribute the visual elements to attendees before the get-together, so everyone has time to review them. Because participants will be familiar with the information when they arrive at the meeting, you can simply highlight the most important parts and move through the agenda more quickly.

**They're becoming a habit.** If you have routine meetings, you may want to step back and determine if it's necessary to continue doing so. For instance, if you're having a difficult time coming up with enough agenda items for each gathering, or the meetings are getting progressively shorter or less effective, you may need to adjust the frequency.

By paying attention to the various dynamics of the gatherings you schedule and making adjustments as necessary, you'll know that the meetings you organize are successful and that the participants will find them valuable as well.





IAAP headquarters  
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[www.iaap-hq.org](http://www.iaap-hq.org)

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## OPTIONS Training Programs for Administrative Professionals

### Office Professionals Training for Information, Organization, and Networking Skills—

Are you looking for a way to expand your workplace skills and get recognized as an outstanding professional? Do you need a proven training program that fits a slim departmental budget and doesn't take a lot of your time? Would you like something that can grow with you and focuses on all of you – personal attributes, teamwork, organization, office and information management, task and people skills, and your individual career? If so, then the OPTIONS Training Program from IAAP is the answer! It contains four skill levels of increasing complexity, each divided into 12 modules, making it a perfect

solution for independent or group study over the course of a year. But you can take as much or as little time as you want to complete the program, ending up with personalized certificates for each workbook, .2 CEU or 2 recertification points for each module. At the end of 12 modules or 12 months, you will have attained 2.4 CEU or 24 recertification points for the Certified Professional Secretary (CPS) or the Certified Administrative Professional (CAP) rating.

There are four Skill Levels:

- [Skill Level I](#)
- [Skill Level II](#)
- [Skill Level III](#)
- [Skill level IV](#)

The OPTIONS Training Program is designed to provide quality, low-priced, easy-to-use, fun yet practical, self-study workbooks. It is not online training. The price per skill level is \$199 for IAAP members; \$279 for nonmembers. Price includes shipping/handling for U.S. and Canada.

Just another reminder of the benefits of being a member of the IAAP.

For more detailed information on the different Skill Levels go to: <http://www.iaap-hq.org/prodev/options/index.html>.

## Growing Roles of Administrative Professionals IAAP HQ Website Newsroom

Administrative professionals and secretaries are adaptable in today's changing office environment and are able to take on higher-level projects. Over the last decade admin job responsibilities have increased to include many of the duties traditionally done by mid-level managers. Companies fill the gaps in staffing with

administrative professionals, who are able to juggle multiple roles in the office.

“Administrative professionals are no longer simply answering phones and handling correspondence,” said IAAP President Susan Shamali, CPS/CAP. “Admins of today are buying

software, learning how to use it and training the management. In addition, our latest survey shows that admins are branching out into non-traditional roles including budget analysis, research, project management and internal communications.” Be sure you're indicating all of these increased responsibilities on your resume.

## Summer Coolers For Your Next BBQ *The Pampered Chef*

### Wild Raspberry Summer Sipper—

#### Ingredients

- 3 cups chilled raspberry-cranberry juice drink
- 1 quart raspberry sherbet, divided
- 1 liter (4 cups) chilled lemon-lime flavored carbonated soda

#### Instructions

Pour juice drink into pitcher and two packed cups of sherbet; mash with potato masher until well mixed. Place one scoop of sherbet in 10-ounce glass, add 1/2 cup juice mixture, and 1/2 cup carbonated soda. Serve immediately.

Serves 8 persons.

**Nutrients per serving:** Calories 210, Total Fat 0g, Saturated Fat 0g, Cholesterol 0mg, Carbohydrate 53g, Protein 0g, Sodium 15mg, Fiber 2g.  
**Diabetic exchanges per serving:** 3 1/2 fruit (3 1/2 carb).

### Iced Coffee Latte—

#### Ingredients

- 1/3 cup instant coffee granules
- 1/2 cup boiling water
- 1 can (14 ounces) sweetened condensed milk (not evaporated milk)
- 2 cups cold water
- 1 quart cold low-fat chocolate milk
- Ice cubes

#### Instructions

Place coffee granules in small bowl, add boiling water, and whisk. Whisk sweetened condensed milk and cold water until complexly blended. Pour coffee mixture into pitcher, stir in chocolate milk, and chill for at least an hour. Serve over ice cubes.

Serves 8 persons.

**Nutrients per serving (1 cup):** Calories 250, Total Fat 4.5g, Saturated Fat 3 g, Cholesterol 15 mg, Carbohydrate 43 g, Protein 8 g, Sodium 130 mg, Fiber less than 1 g.  
**Diabetic exchanges per serving (1 cup):** 3 starch (3 carb).

