



GRC News Flash, Volume 1 Issue 1

GRC News Flash, Volume 1 Issue 1

January, 2011

2010-2011 Meetings

2010

- July—Dark
- Aug 18—Microsoft Office 2007 Tips & Tricks
- Sept 15—An Administrative Professional through the Eyes of An Executive
- Oct 20—Communication 101
- Nov 17—Community Service Program and GRC's 9th Anniversary
- Dec—Dark

2011

- Jan 19—Project Management for Administrative Professionals
- Feb 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 & Purpose
- May 18—Barriers to Communication
- June 15—Writing and Office Organization

Meetings May Change Without Notice

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President's Corner, by Linda Martin

Happy New Year Everyone! Hope you're still in a "Ho Ho Ho" jolly mood and not letting anyone put you in a "Bah Humbug" disposition after the holiday season.

Ending 2010 on a high note was **Bobbette Wells**, who earned her CPS. Congratulations!

We're excited that even as a small chapter, we still have accomplished a lot during the first half of the fiscal year. GRC is well on its way to achieving **Chapter of Excellence** again, and many of our members are very close to meeting the minimum criteria for **Member of Excellence**. As a matter of fact, **CONGRATULATIONS** to **Kathleen Smith**, who just before press time earned her eighth criterion! So we may be small ... but we're mighty!! Of course, it's thanks to our members' passion and purpose that we continue to thrive.

We celebrated our 9th year as a chapter by benefitting from some

very worthwhile educational presentations, participating in meaningful community events, and embarking on some different fundraiser ventures. What I am so proud of is how our members came together more in terms of **active** participation. They helped to shape and finalize our Strategic Plan (a HUGE endeavor), which is the foundation for our continued progress and growth. With their valuable input, their voices were heard and helped put thoughts into actions.

Recognizing that many are still feeling the effects of the economic crisis, GRC has recently implemented a payment plan (GRC Membership Stimulus Assistance Plan) to assist those who want to join the Greater Roseville Chapter but have a financial hardship. So if you or someone you know is interested in joining our chapter but are hesitant because of finances, please contact me (lmartin@mgocpa.com) or our Treasurer, Theresa Souza (tsouza@mgocpa.com).

We're in the midst of rounding out our calendar with our annual **Mardi Gras Bunko** (March 5, 2011), **GRC Professional Development Seminar** (May 21, 2011), and, of course, our **training** programs at our regular chapter meetings (3rd Wednesday of every month through June 2011). So be sure to mark your calendar and keep up-to-date by reading those email announcements and checking our website. Please feel free to call any Board member with questions or suggestions.

In closing ... If you find yourself having a tough day, try to remember that, "We cannot direct the wind but we can adjust the sails." – Author Unknown. We hope that 2011 is your best year ever!

Linda

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

Division News!

Leadership Tips — Administrative professionals sometimes find themselves in the same situations as their manager or supervisor – trying to coach a coworker who does not have skills or "gumption" to get assignments completed correctly or on time. When you're faced with this situation, you normally ask yourself: am I overstepping the bounds or my authority if I try to coach this person? Always ask your manager or supervisor for help if you are in doubt. Otherwise, here's some advice from the American Management Association's newsletter "Thinking Management."

When Should I Coach?

When Shouldn't I?

Coaching is a necessary tool in driving productivity. On the other hand, coaching an employee who doesn't want/need to be coached in the first place won't just "not drive productivity" but turn into a volatile situation. Imagine not having the skills or resources to complete a task and going into your manager's office and listening to a number of curious questions about your motivation, confidence, and commitment to the job. Knowing when to coach is as important as coaching itself. Here's what you can do: Listen. There is a problem with a certain employee completing a

certain task and you are not sure why. Talk to him or her. Find out why.

If the reason behind the drop in performance is about attitude—about confidence, commitment, enthusiasm, focus, and/or frustration—then coach away! To be honest, it will be harder to identify reasons of this nature. People are always reluctant to admit they have an attitude problem to anyone, let alone their supervisor. Identifying these reasons should be based more on observation than listening.

If the reason behind the drop in performance is about aptitude—

Division News! (Continued)

about lack of skills, ability, or resources to get the task done—refrain from coaching. Instead, sit down with your employee and figure out what he or she needs to get the task done.

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Protecting Your Mental Health When Others Around You Are Losing Theirs

by Meggin McIntosh, Ph.D. | The Ph.D. of Productivity™

When you read the title of this week's tips, you may be unsure if I am being facetious or if I'm being flippant. I am being neither. I am being quite intentional because I am writing these tips on a plane as I'm leaving a visit to Kentucky where I am visiting my mom, who has recently moved into a nursing home. I am writing these tips for me - and I hope they are also for you.

1. Disconnect and let go. The conversation with someone who is "not there" in the same way s/he was at an earlier time of life is not the same. Recognize that you may be having a conversation that flat out doesn't make sense. Be good with that. Don't try to make it make sense. It doesn't and it won't and all you'll do is wear yourself out and cause the other person stress if you try to "force" the conversation to make sense. Note: This is true whether you are on the phone or face to face.

2. Laugh with someone else who won't think you are nuts. You may need to enjoy some gallows-type humor that if you engage in it around people who don't "get it," you will be disparaged.

3. Avoid dwelling on only talking about your mom, your dad, your _____ (whoever it is that is losing his/her mental capacity). It is incredibly draining and there are no real answers.

4. If this person has you on his/her speed dial, don't pick up the phone every single time. Not only will every phone call break your concentration on whatever else you were trying to do, but it takes recovery time after talking. Get caller ID or turn off your phone all together.

5. Know that you won't be responding in the same way you used to because this person is not fully here anymore. Not only has your loved one's conversation and focus shifted, yours will have to as well. It may feel strange to hear yourself saying certain things or responding in particular ways.

6. Allow for the fact that it requires extraordinary emotional and mental energy to interact with someone who is no longer mentally "there" - especially when you have been extremely close to this person. Adjust the rest of your life

accordingly. Essentially everyone will understand.

7. You don't need to be right. This applies to many, many aspects of caring for someone who is slowly (or rapidly) declining. Sometimes, there is no "right."

8. If this person is pushing some of your buttons, recognize that it may not be intentional. Avoid reacting. You're the one with all the mental capacities and capabilities, right? Right!?

9. Visit this person and bring pictures or questions about the past. Helping your loved one focus on something other than the here and now is often helpful for both of you. In fact, it may be the best part of every visit for both of you. Give yourselves that gift.

10. It's not about you. You can read this statement in many ways, but the one I am not intending is that your feelings, emotions, pain, and frustration are not valid. They are. This is meant more to convey that the breakdown in the brain that the other person is experiencing is not because of you, due to you, or intended to mess up your life. It is just part of the cycle and it's not a very fun part...

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Box Tops For Education

GRC will be assisting the George Cirby Elementary School

(Please turn your Box Tops in to Kathleen Smith)

Headquarter News!

Pathways To Excellence Webinars

Informational webinars will be held in February on the three levels of the Pathways to Excellence program – Member/Chapter/Division of Excellence. Information will be provided concerning the 2010-2011 criteria, ways to meet the criteria, and the audit process. You can register for a session by clicking on the appropriate link.

Register for a 2010-2011 Member of Excellence session now by clicking a date below:

[Thu, Feb 10, 2011 11:00 AM - 12:00 PM CT](#)

[Thu, Feb 10, 2011 3:00 PM - 4:00 PM CT](#)

Register for a 2010-2011 Chapter of Excellence session now by clicking a date below:

[Thu, Feb 17, 2011 11:00 AM - 12:00 PM CT](#)

[Thu, Feb 17, 2011 3:00 PM - 4:00 PM CT](#)



International Association of Administrative Professionals®

End of Year Event and GRC's January Meeting, by Kathleen Smith

Even though our Chapter was Dark in December (No Meeting), we still stayed connected through the **"Claim Jumpers Dine & Donate Winter Fundraiser Event."**

—On Wednesday, December 15th, from 6:00-9:00 P.M., the staff of the Roseville Claim Jumper Restaurant hosted a Community Support Night. **A night to support the Greater Roseville Chapter of the International Association of Administrative Professionals!** Claim Jumper proudly donated 15% of the pre-tax food and beverage purchase from anyone participating on our behalf. When event results are available, they'll be announced at the Chapter's monthly Meeting.

GRC'S JANUARY 2011 MEETING—"Project Management for

Administrative Professionals," by Joan Myers, Project Management Professional with more than 15 years of experience managing mission-critical efforts at Visa Inc., MasterCard, Charles Schwab and startup companies. Over the past seven years, she has managed a wide variety of programs --groups of projects that coordinate to deliver large technology objectives in payment systems, mobile payment technologies, and enterprise software reuse.

Joan's presentation provided an overview of the project management lifecycle and a project approach tailored to the small projects that administrative personnel are required to manage every day. Meeting participants learned about the project management career path, and

how they can use their daily experience to obtain the Certified Associate in Project Management (CAPM) certification.

Also, GRC held it's **"Winter Reading Community Service Program"** for 'Friends of the Roseville Library.' All members were asked to bring nicely used books, videos, CDs, etc., for donation. Representatives from the 'Friends of the Roseville Library.' shared information on their reading programs, how today's economy is affecting our local libraries, and other ways we all can assist the local libraries. Over 37 books were donated by our members. Thank you all!

It was a fantastic evening with over six guests interested in GRC's monthly programs and IAAP!



Upcoming Meetings and Events, by Kathleen Smith

GRC'S FEBRUARY MEETING—"Accelerating the Success of Your Project Team" by Nick Montoya, President of Nick Montoya, Inc. Nick Montoya is an executive coach and an expert in breakthrough management. Montoya has helped thousands breakthrough challenging and complex problems that result in competitive advantage, increased productivity, effectively managed transitions and significantly improved morale.

GRC'S MARDI GRAS BUNKO ANNUAL FUNDRAISER—Saturday, March 5th. Join us for networking, lunch, bunco gaming, Cookie Lee Jewelry and lots of prizes.

WHERE:

Hawthorn Suites Sacramento, Reception Lounge

TIME:

11:00 A.M. to 3:00 P.M.

COST:

\$25/Advance Registration

\$30/At the Door

All attendees will receive a FREE Door Prize Drawing ticket, and others will be available for a donation.

GRC will also have a Cookie Lee Jewelry display on site for those of you who would like to get a jump start shopping for an Easter or Mother's Day gift, or to just splurge on yourself.

If interested, please contact me at iaap.ksmith@gmail.com.

NEW—GRC's Membership Stimulus Assistance Plan

The GRC Board of Officers recognized how this economy has taken a toll on many administrative professionals, especially those still unemployed. It can be difficult to begin a membership or to renew an existing one when trying to stretch your budget. After many discussions and brainstorming sessions, the GRC Board presented their Membership Stimulus Assistance Plan to the members. It was suggested that the potential member pay a

portion of the membership dues (deposit) with the Chapter providing the remaining balance so that the full membership payment could be sent to Headquarters. A potential member taking advantage of this stimulus assistance would then be responsible for reimbursing GRC for the balance.

Participant would be required to pay 1/3 of the membership dues with the remaining balance being paid off in two installments.

These payments would be made over a period of three consecutive months with the member making 2nd and 3rd installments on or before the third Wednesday of each month until paid in full.

For the opportunity to take advantage of the Chapter's Membership Stimulus Assistance Plan, contact our VP of Membership, Joy White-Keller at jawhitekeeler@ucdavis.edu.



[Nick Montoya, Inc.](http://www.nickmontoya.com)



Don't break your bank—let GRC help you with your IAAP membership payment.

What IAAP Means to Me, by Susan Robinette, GRC Member

To most members of IAAP®, the acronym stands for “International Association of Administrative Professionals:” however, it means something much more than that to me. Here is what IAAP means to me:

I=Inter-
A=Actions
A=Among
P=Peers

The home page of the IAAP-HQ website states the following “purpose” of the organization:

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

This comment on IAAP’s home page is what prodded me to think about what IAAP means to me. The opportunities outlined above—education, community, and leadership—all involve interactions.

If you think about it, interacting together is why we gather in groups, known as chapters in IAAP parlance. The most basic form of gathering is at the monthly chapter meetings. We gather together to network, exchange ideas, and learn from

the vast pool of energetic speakers willing to impart knowledge to those of us eager to “soak it all in” and grow in our professional careers.

We also gather together as a team to help improve the communities in which we live and work. Most, if not all, chapters have a specific charitable cause that is promoted and at the very heart of the chapter. The association, at an international level, also encourages chapters to participate in numerous causes—e.g. this year’s Avery “Box Tops for Education”® fundraiser to help out our local schools in need.

There are also several levels of leadership-type opportunities—most notably being that of a board member. If this specific role appears a bit daunting or time-consuming to an individual member, there are several opportunities that arise throughout the year of shorter durations in the form of committees. I co-chaired on a committee with a board member last year for our chapter’s annual Mardi Gras fundraiser and found it to be quite a rewarding experience. Our chapter raised a good sum of money, and everyone had a great time! It is

always satisfying to be involved in an event that turns out so well and feel that you had something—however small—to do with its success. And you’re never alone! There is always help available if you get stuck or find yourself in a lurch.

So please remember this the next time you receive an Evite® for your next monthly meeting and feel like you are too busy or too tired to attend, IAAP means “Interactions Among Peers” and what better way to become re-energized than by attending that meeting. Who knows what brand new ideas, renewed sense of community spirit, and newly discovered drive, as well as newly established connections and friendships, may arise from attending that meeting that will, in turn, help you grow personally and enhance your professional career.

Rustic Focaccia The Pampered Chef™ Season’s Best® Recipe Collection

The robust flavors of onions and garlic shine through in this traditional Italian-style flatbread!

Ingredients:

1 package (13.8 oz.) refrigerated pizza crust
 2 tablespoons olive oil
 1 teaspoon Italian Seasoning
 2 cloves garlic, pressed
 1 cup (4 oz.) shredded mozzarella cheese, divided
 1 can (3.25 oz) pitted ripe olives, drained and sliced (about 1/2 cup)
 1/2 cup chopped onion
 2 plum tomatoes, thinly sliced
 1/2 cup (1 oz.) grated fresh Parmesan cheese
 Additional Italian Seasoning

Directions:

~Preheat oven to 400°. Unroll pizza dough onto large stone or cookie sheet, shaping into a circle or square. Using lightly floured roller, roll dough to edge of baking stone or cookie sheet.
 ~In large bowl, combine oil, Italian Seasoning and pressed garlic; mix well. Spread oil mixture evenly over crust; top with 3/4 cup of the mozzarella cheese.
 ~Chop onion with food chopper and thinly slice tomatoes. Sprinkle olives and onion over dough; top with tomatoes and remaining mozzarella cheese. Grate Parmesan cheese over

dough and sprinkle with additional Italian Seasoning.
 ~Bake 23-26 minutes or until cheese is melted and crust is golden brown. Remove from oven; let stand 10 minutes. Cut into squares and serve.

Yield: 16 servings

Nutrition per serving: 120 calories, 5 g protein, 5 g total fat (1.5 g sat.), 13 g carbohydrate, 290 mg sodium., fiber 0 g.



2010-2011 GRC Board

President
Linda Martin

VP Membership
Joy White-Keeler

Secretary
Linda Cook, CPS

Treasurer
Theresa Souza

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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