



GRC News Flash

GRC News Flash, Volume 11/12, Issue 1

November/December, 2011

2011-2012 Meetings

2011

- July —Dark
- Aug 17—Social Media Presence: Building Your Online Professional Social Media Presence
- Sept 21—Today's ABC's of Professionalism
- Oct 19—Let's Talk Business
- Nov 16—Simple Marketing
- Dec—Dark

2012

- Jan 18—Workplace Violence
- Feb 15—Basic Accounting
- March 21—Ten Barriers to Communication
- April 25—GRC Cocktail Reception "Be Remarkable with IAAP" and "The Many Hats of an Administrative Professional"
- May 16—Administrative Session
- June 20—Negotiating Contracts

Meetings May Change Without Notice

Inside this issue:

President's Corner	1
CA Division News	1
HQ News!	2
January 2012--GRC/IAAP	2
Make Your Word Gold	3
Prim and Proper	4
Talkin' Trash?	5
In A Workout Slump?	5
Adobe Classes	6
Tips for When Liquor is Served	7
January is National Soup Month	7

President's Corner, by Linda Martin

Congratulations to the Greater Roseville Chapter on its 10th anniversary! We celebrated at our November meeting with a gift exchange, and California Division President Debra Burruss, CAP-OM, presented our "remarkable" members with a "Key to Success." We 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.

As further demonstration of how flexible administrative professionals can be, our own Kathleen Smith, Treasurer, jumped in almost at the last minute to present a substitute topic at our November training program. **"Simple Marketing"** evolved into a team exercise reminiscent of the television program, "The Apprentice." Each team had to invent a product and develop a marketing campaign, from creating its name,

to designing the packaging, and identifying its audience, as well as the competition. A lot of valuable information was squeezed into an hour, and the teams enjoyed promoting their "Youth in a Bottle" and "All Ways Light." Thanks Kathleen, you did a great job!

GRC does not meet in December, but we're looking forward to holding our first meeting of the New Year on January 18th at a different location, Dave & Buster's in Roseville. Please visit our website for details.

During this exciting but hectic time of year, may we remember what is truly at the heart of the season. It's not the "presents" but the "presence" of our loved ones ... laughing (and maybe sometimes crying) while reflecting on past holidays, sharing those "remember when ..." stories, and creating new memories with family and friends. May your holidays be a time of great joy and your 2012 be a year of many remarkable moments.

*"So often time it happens, we all live our life in chains, and we never even know we have the key."
~The Eagles, "Already Gone"*

Linda

*Linda S. Martin
IAAP Greater Roseville Chapter
President, 2009-2012
Member of Excellence 2009-2011
"Making the Leap to Remarkable - Step Up, Think Big and Lead the Way."*

CA Division News

Professional Development and Networking Forum— The PDNF is taking the holidays off, but the Division Board has something great planned for January!

As you all know, the 2012 Annual Education Forum and California Division Annual Meeting will be held at the San Mateo Marriott in June 2012. The next PDNF will be held there, too! Save the Date – January 14, 2012!

The program will include a site visit, reports from the CDM Coordinator and Committees, great food and information we can all use to plan for this

exciting event. Flyer and event details are coming soon!

Speaking of AEF/CDM, the Board and the CDM Coordinator are working hard to bring excellent speakers, quality topics and some special fun for the 60th anniversary of the California Division. It's also the 70th Anniversary of IAAP.

If you know of any good speakers, send a note with their information to any of the Division Board members. If we don't use them this year, we will add them to the listing on the Division website so other chapters can benefit from their presentations.

Here's a little teaser -- there will be a very special surprise for all June 2012 AEF/CDM attendees. Can't tell ya what it is, of course, but you'll be surprised and pleased – we guarantee it!



HQ News!

Changes to the IAAP Certification Program—Effective November 2011

IAAP's certification program is changing effective November 2011. First announced in July 2010, these are exciting changes for IAAP and for our certification program. Our goal, as always, is to maintain a valid and current professional certification program that is marketable to the business community.

One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future.

Effective this week, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; we will be making the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is

considered active and will be changed. Your certification status has nothing to do with your status as an active member of IAAP.

For candidates who tested in November 2011, any appropriate changes to your records will be made automatically after exam results are available in December.

Recertification

All CAP holders are required to recertify. This is based on the date of your initial rating, or when you last recertified. Passing the Organizational Management exam does not change your recertification date, as this is a specialty exam and not a certification.

These changes do not impact your recertification deadline. Those who previously held a CPS rating will need to recertify five years after they either attained their rating or last recertified. Those who had both the CPS and CAP rating will be expected to recertify five years after they attained or recertified their CAP.

If you have additional questions about recertification, please refer to the [Recertification Application](#).

Proper Usage

Examples of the only proper usage of the CAP rating and

Organizational Management specialty are:

- Pat Masters, CAP
- Susan Jones, CAP-OM

Replacement certificates are available, if you choose to purchase one. The cost is \$15 per certificate. CAP plaques are also available. The cost is \$40 if mailed to a US address, or \$45 if mailed to a Canadian address. For those living outside the U.S. and Canada, add an additional \$25 for air mail, or an additional \$80 for courier service.

To order a replacement certificate or plaque if you are within the U.S. or Canada, please complete and submit this form with payment. For those outside the U.S. or Canada, please complete and submit this form with payment. Please allow 4-6 weeks for processing for replacement certificates, and 6-8 weeks for plaques. If you already have a CAP certificate or plaque, you do not need to order a new one.

If you have questions about the change to your personal certification record, you can contact us at certification@iaap-hq.org.

Thank you,
IAAP Certification Department

January 2012—GRC/IAAP Activities

GRC's Upcoming JANUARY (01/18) Training/Meeting—“Workplace Violence” by Roseville Police Department

Troy Bergstrom, Police Lieutenant, Roseville Police Department Commander of their regional SWAT team will conduct a training class about workplace violence, how businesses should respond to an active shooter, and the police response to workplace violence/active shooters. This insightful presentation has been given to several Roseville businesses including Sutter Roseville Hospital, SureWest, Heald College, and at City Hall.

NOTE: Our Jan. 18th training/meeting will be held at **Dave and Buster's** in Roseville. We'll check out their venue and see if it is preferred for future meetings and events.

Dave and Buster's Roseville
1174 Roseville Parkway
Roseville, CA 95678

GRC's Holiday Community Service Program “Miracle Toys” for the Placer County Children's Emergency Shelter—GRC's members donated new unwrapped toys, books, games, and many more items to assist the shelter in

providing holiday gifts for children up to 18 years old. Our members' donations will help provide joy to 21 children.

Thank You GRC Members for your contributions!

MEETING REMINDERS:

- Box Tops For Education
- Business Clothes for W.E.A.V.E.
- New or nicely used books for Placer County Reading Program



IAAP headquarters website:
www.iaap-hq.org

California Division website:
www.iaap-ca.org

Greater Roseville Chapter
www.iaap-roseville.com



Make Your Word Gold: What is the Value of Your Word?

By Colette Carlson, Colette Carlson Communications

One of my coaching clients recently hosted a direct sales party. If you're unfamiliar, the get-togethers follow the Tupperware party model, but showcase everything from cooking tools to clothing, anti-aging creams to adult toys. Fifteen people said they would come, and eighteen more said maybe. Not wanting to run short, she made a full spread of appetizers, desserts, and drinks which she ate for the next four days. Why? Only three people showed up!

After apologizing profusely to the gal who dragged all her wares over to show, the conversation turned to how often people no-show after saying yes to a commitment. The party "salesperson" shared her colleague had eighteen party cancellations in two months. The hostess confessed she had missed a couple obligations recently and started to wonder if commitment karma was paying her back.

So, I'm asking you, what is the value of your word when it comes to invitations? Sure, we all have valid examples of times we had to opt out of a situation due to a true emergency. I had to cancel plans a week ago when my

daughter totaled the car (she was blessed to walk away without serious harm). But I'm talking about the times when you simply changed your mind in the eleventh hour due to an inability to speak your truth from the get-go or because you realized you tried to tackle too much in one day.

Over the years I've surveyed many sales people, associations, networking groups, and hosts about this situation. Although each individual wishes they could have full participation, everyone vocalized they would rather get an honest answer or a "no" upfront, rather than a cancellation later. I've heard, "It seems no one keeps their word anymore. I understand things can change, even right before an event. At least have the decency to send a quick text or call that you can't make it." I've had meeting planners who held prime seats upfront for companies that purchased tables for an event, only to have them remain empty. Not knowing if someone would show at some point, they kept them available, rather than have people in the back move forward and claim a better view.

This lack of commitment morphs into a lack of credibility. It

happens with political leaders and companies too, but let's focus on what we can change - ourselves.

Reflect for a moment on who you keep your commitments with. If you keep your word to coworkers, your boss, clients, but let down the people closest to you, perhaps it is time for some change. If you say yes to everyone else but yourself, maybe it's time to reprioritize your personal needs.

With holiday opportunities showing up at every turn, take the time to speak your truth. Remember, everyone is busy at this time. Is it any less important to keep your word just because you're busy? Prevent the fall-out by being proactive.

Here's some phraseology that might make it easier: "I would love to (fill in the blank), however I have a lot going on right now. I will try to come but don't count on me". Or "I'm overextended right now. How can I support you another way or another time?"

As you see all the glitter this season, remember to Make Your Word Gold. It's the greatest gift you can give to yourself and others.



2011-2012 **GRC Board**

President
Linda Martin

VP Membership
Theresa Souza

Secretary
Terry Barragan

Treasurer
Kathleen Smith



GRC Table at the Heald Business College Job Fair

From left to right:
Joanna Butcher, Up and Coming Administrative Professional;
Linda Martin, GRC President;
Cheri Miller, GRC Membership Committee Chair;
Kathleen Smith, GRC Treasurer (not shown).

Prim and Proper: Basic Rules for Workplace Etiquette?

By Express Employment Professionals

You accepted your first job offer after graduating from college and now work in a new world called the cubicle. Or, maybe you have just started a new job and your new employer and co-workers view interaction with each other in their workspace differently than you expected. No matter where you work, there's always a workplace modus to help employees work better with each other.

Every job, employer, and industry is different in their work culture and what is and isn't acceptable work behavior. So before assuming anything, check your employer's policies and practices or ask colleagues about proper manners at work. But, here are a few basic etiquette tips to help you get along with your fellow co-workers.

Respect Your Boundaries— While some offices and cubicles have very open and relaxed borders where people enter and exit freely and openly share their ideas with others from a different area, not all workplaces are that open. Some work environments have boundaries for safety reasons, and you may need proper clearance or protective equipment before entering certain colleagues' work zones. When in doubt, call and ask to visit their space to discuss something or arrange a meeting time. At a minimum, consider knocking and waiting until invited before barging in.

If a co-worker is busy on the phone, talking to someone else, or

operating machinery, come back at a later time unless it's an emergency. If they aren't busy but look deep in thought, think twice before interrupting. Once you get to know your co-workers and understand their quirks and work style, it will become easier to tell when it's good to approach them.

Also, avoid [office gossip](#), even if it's true. What you say and what you do reflects your professional image. Keep that in mind when conversing with workmates. Respect others' privacy and your own by restraining from eavesdropping and revealing information too personal for work. If you need to make a personal [phone call](#), make it short or take it outside.

Decorate with Taste— Your workspace is technically your own, but it is still a place of business and you should consider others when decorating it. While a cartoon or joke may be funny to you, it may be offensive to others. If you are old enough for a desk job, then you're probably old enough to keep movie posters, risqué pop music idols, and toys at home. It's important to portray a professional image even if you want to make your space more personal. When posting photos of family and loved ones, try to avoid photos of wild parties, use of alcohol, or any potentially offensive activities. If you want to completely redecorate or remodel your work space, come in an hour or two before or stay late after work so you don't disrupt anybody.

Plants and foliage are good for

sound bumpers, but tend to leak water, attract bugs, and drop leaves. Take the time to properly care for your plants. Also, be considerate of co-workers who may have allergies and reactions to different plants and foliage.

Odor Offense— Beware of excessive snacking at your work place. Not only does the sound of chewing and mess of wrappers tend to annoy others, but also the smell could be unappreciated. Others may be allergic to some snacks such as peanuts. Ask your co-workers if they mind you eating at your desk. Avoid strong odors like certain cheeses and fish that tend to linger, even if you eat them in a designated lunch room.

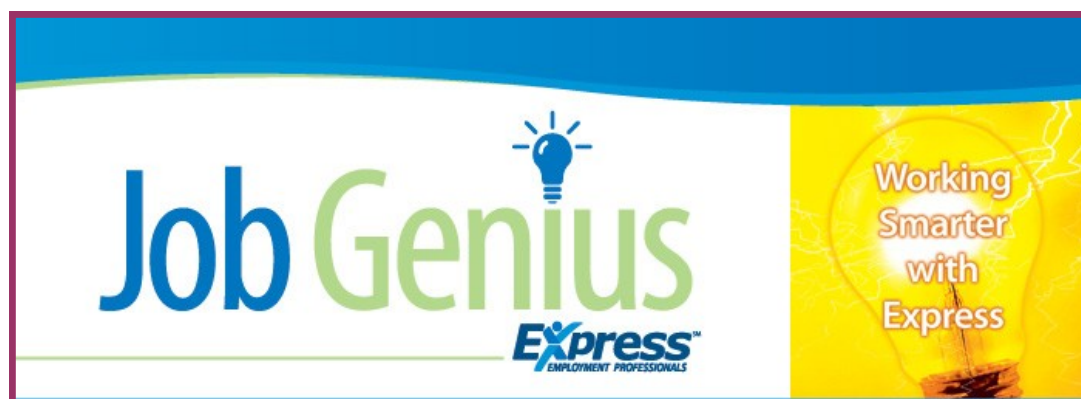
Pay attention to your smells while at work. Basic hygiene is important to remove unflattering body odor, but too much cologne or body sprays can be overbearing as well. Keep body scents to a minimum. You never know who does or doesn't like your new brand of perfume.

Different workplaces have different cultures of etiquette. It's up to you to be mindful of what they are. If you are unsure of what is or isn't allowed, just remember to be [respectful](#) to those around you to guide your actions. What are some office manners at your workplace?



**EARN A POINT FOR
"MEMBER OF
EXCELLENCE"
BY CONTRIBUTING
AN ARTICLE FOR THE
GRC NEWS FLASH
(200 words or more)**

SEND TO:
Kathleen Smith
laap.ksmith@gmail.com





Talkin' Trash?

Tree Today, Chips Tomorrow—A Christmas tree's life doesn't have to end when its holiday duties are over. Thanks to the many recycling programs in our region, yesterday's Christmas trees soon become tomorrow's wood chips, compost, or fuel to generate electricity—provided you dispose of it properly. Depending on where you live, you can take advantage of several tree-recycling programs.

When buying your tree, make sure you avoid flocked trees, which can't be recycled. Once the holidays have passed, remove all lights and decorations and do one

of the following:

- Take your tree to one of several convenient drop-off locations
- Cut up your tree and put it into your green waste container
- Arrange for pickup with a community organization that raises funds by disposing of Christmas trees. Most ask you to simply place the clean tree at the curb with a suggested donation

Beyond the environmental benefit, Christmas tree recycling also provides an abundant source of low-cost wood chips and compost

available for purchase at the WPWMA's facility. Please call ahead for wood chip and compost pricing (916) 645-5230 ext. 111.

About Talkin' Trash—Talkin' Trash comes to you from the Placer County agencies that sponsor the www.OneBigBin.com initiative. We'd love to hear from you, so please send us your thoughts, questions and suggestions by email to recycle@placer.ca.gov.

In a Workout Slump? By An Anonymous Health Instructor

I know from experience that sometimes it is hard to stay motivated to exercise. I have gotten in slumps before that have lasted longer than I would like to admit! I have come up with some ideas to try to help you stay motivated and get moving. These ideas have helped me get out of a slump, and hopefully they can help you too!

Workout Shoes

Keep your workout shoes in sight! This may seem odd but there is some truth in the saying—out of sight, out of mind. I have noticed that when my workout shoes are tossed in the back of my closet, I am less likely to think about going walking. However, when my workout shoes are out in the open, even just outside my closet, I am more likely to think about going for a spontaneous walk or hike.

Workout Clothes

Similar to workout shoes is having workout clothes in sight or at least picked out. For example, if I know I am going to workout tomorrow morning, I will pick out my clothes tonight. By doing this ahead of time, I avoid the stress of trying to find my favorite workout clothes right before a workout. If the sweat pants I want to wear aren't clean I can wash them or find an alternative. The worse thing about getting ready to exercise when you are not feeling motivated is to have something that holds you up.

Taking a Class

Anytime I sign up for a workout class at a community center or college, I am almost guaranteed to make it every session. When you pay for a class and not show up, your money will go to waste. If there is a community center near you, sign-up for a weekly fitness class. You are more likely to attend a class if you have to pay for it.

Workout Buddy

Having a workout buddy can be a great way to stay motivated. If you make a plan to exercise with someone, you will most likely follow-through. Although every workout probably can't be with a workout buddy, having a weekly or bi-monthly workout scheduled

can keep you from getting into a major workout slump. I know for me there are some workouts I like to do solo such as running. However, as part of my exercise routine, it helps me to have a hike or tennis date on the days I need to do something less intense. Having a few workout buddies can help keep you out of a slump, especially when you find something that you really enjoy doing together. Making exercise fun with a friend is a great way to stay motivated.

Reward System

Reward systems can often be a great motivation. The reward can be something fitness related like new running shoes or buying songs to create a new playlist. Or it can be something totally unrelated to fitness like your spouse taking you on a day trip to your favorite place or going out for frozen yogurt. One thing I have done before was that if I met a certain number of days of exercise in a month, I treated myself to a new workout outfit.

It can be hard to get back into a routine again when you have been in a slump for awhile. Try out these ideas and just don't give up! Even if it means going for a ten minute walk around the block, that is better than nothing!



This Month's Lineup for Web Professionals, by Adobe

Take advantage of one or all of the educational seminars and workshops this month for web professionals. Discover all the latest tricks, tips and techniques to boost your productivity with Adobe products.

Join us for seminars and workshops, where you'll be able to meet other web professionals at a live session in a city near you or learn when and what you want on your own time with online learning from your office or home.

Learn on Location **Flash Fundamentals** January 3-4, 2012 Sacramento, CA

Create cutting-edge graphics and attention-grabbing animations for ad banners, web content, presentations, and more. Use all the powerful Flash® features with confidence, from creating drawings that communicate your message effectively and engage and entertain your users.

[Register now](#)

Dreamweaver Fundamentals January 5-6, 2012 Sacramento, CA

Whether you are an experienced coder who wants to expand your design skills, or someone who has never coded before and is looking for a visually-accessible way to design pages for the web, this training class is for you.

[Register now](#)

Flash ActionScript January 9-11, 2012 Sacramento, CA

Upon completing this course, you will gain expertise writing ActionScript® code in order to create a highly-responsive user experience with intelligent responses and the rich, streaming media for which Flash is known.

[Register now](#)

Adobe Photoshop Fundamentals January 17-18, 2012 Sacramento, CA

In today's graphic and web design industries, creating professional quality photographs and images is an indispensable skill. This Photoshop training will take you through a series of practical exercises to help you understand the basics of this sometimes confusing program.

[Register now](#)

Captivate Fundamentals January 17-18, 2012 Sacramento, CA

The Captivate training focuses on the practical, real-world use of Captivate to produce training videos to illustrate concepts. When you leave the class you will be able to create a professional-looking software demo.

[Register now](#)

Learn In Real Time **Creating & Optimizing Images for the Web** January 3, 2012 10:00 A.M. PT

Learn the differences between the top web image formats, and how to choose the right one for each situation. The powerful Save for Web and Mobile Devices in Adobe Illustrator CS5 and Adobe Photoshop CS5 gives you flexibility and control over your images.

[Register now](#)

Creating Adobe Acrobat PDF Forms January 18, 2012 10:00 A.M. PT

PDF (Portable Document Format) is a perfect solution and we will introduce all the form tools built into Acrobat® as well as having Acrobat automatically find and build form fields for you.

[Register now](#)

Adobe Illustrator Introduction January 27, 2012 10:00 A.M. PT

This eClass will give you the basics of creating and editing vector artwork. The focus of this computer-based drawing using the pen tool, the most essential tool in Illustrator. We will also cover creating logos, basic shapes and getting comfortable with the interface.

[Register now](#)



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[Upgrade now](#)

Tips to Manage Risk When Liquor is Served

by ConventionPlanIt.com



Lawyers will tell you whether you're giving alcohol away or selling it at an event, anyone who has control over the facility or the event is typically liable if an intoxicated person causes bodily injury or property damage as a result of the liquor served at that event.

The good news is, provided the meeting planner isn't pouring the drinks, they normally would not be at much risk of being held personally liable. When an employee is acting in the scope of their employment, liability usually rests with the employer, not the individual. That good news, however, does not typically extend to independent meeting planners or third-party meeting planners who are independent contractors and not employees. In these instances, the meeting planner could be held liable along with the company, depending on the circumstances.

"The only way to eliminate liquor liability is to eliminate alcohol from your event," says Marilyn Hauck, founder and president of The Complete Conference and a 20-year veteran in the meetings industry who plans, markets, and manages meetings and events of all sizes.

"A non-alcohol event is often not an option, so the next best way to reduce your liability is to create an environment that discourages overdrinking."

Hauck suggests these steps to take to keep your attendees from overindulging and to reduce liquor liability:

- Give written instructions to bartenders not to serve persons who are either underage or noticeably intoxicated.
- Establish a monitoring system to ensure that minors and intoxicated

persons are not served alcohol.

- Designate someone from the planning team to refrain from drinking during the function to monitor the bartenders.
- Avoid self-service bars and kegs of beer.
- Control the length of the cocktail reception and don't announce last call.
- Always provide food and non-alcoholic beverages where alcohol is served.
- Arrange transportation – or a place to stay – in advance.
- Buy liquor liability insurance if your organization is the server or seller.
- Make sure the group has a standard operating procedure for handling attendees who have had too much to drink.



January Is National Soup Month, By Women's Bean Project

This month's recipe comes from the "**Women's Bean Project – Transforming the Lives of Women**"

Women's Bean Project



Nourishing Lives—Since 1989 they have been helping women break the cycle of poverty and unemployment. They are a nonprofit organization that teaches job readiness and life skills for entry-level jobs through employment in our gourmet food production and handmade jewelry manufacturing businesses. Women come with the goal of transforming their lives and moving toward self sufficiency.

Sarah's Split Pea Soup

Ingredients:

1 package Split Pea Soup Mix
4 cup chicken broth (or bouillon)
4 cup water
2 tablespoon butter or margarine
1/2 cup onion, diced
Salt to taste

Optional: 1 cup milk or 1/2 cup heavy cream

Directions:

Wash and drain peas. Add peas to chicken broth and water. Simmer uncovered 1 hour. Sauté onions in butter until onions are translucent. Add contents of spice packet to onions. Stir onion mixture into soup. Add milk or cream if desired. Simmer 20 minutes more and serve.

Cooking time may be longer at high altitudes.

Nutrients per serving: , 25g total fat, 6g saturated fat, 40mg cholesterol, 24g carbohydrate, 16g protein, 550mg sodium, less than 1g fiber.

Please visit their website at:
www.womensbeanproject.com