



# GRC News Flash, Volume 9, Issue 1

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September, 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—Workplace Violence
- Dec—Dark

### 2012

- Jan 19—Simple Marketing
- Feb 15—Basic Accounting
- March 21— Ten Barriers to Communication
- April 18—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

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## President's Corner, by Linda Martin

We hope you have enjoyed a "remarkable" summer. Just because the temperatures are cooling down though, don't let that keep you from being fired up about your professional development. Plan on attending some exciting training programs and events before the year comes to a quick close! Continue to watch your Evites and check our website at <http://www.iaap-roseville.com/> to stay up-to-date on GRC's **low cost, high quality educational programs.**

Our Sep. 21<sup>st</sup> training program was held at a new location – Woody's in Rocklin. Based on positive feedback from those who attended, this might become our regular meeting place. The presentation about "Today's ABC's of Professionalism" by Ronda Lawson was exceptional (**A=attitude, B=behavior, C=communication**). One of my favorite takeaways was an interesting "**FIRR**" strategy to deal with people in a nonconfrontational, unemotional way that works with just about any kind of issue. First, state the **Fact (F)**, explain the **Impact (I)**, always treat the person with **Respect (R)**, and then convey

your **Request (R)**. This FIRR method is a great communication tool in any kind of situation whether it's with coworkers, family, or friends.

Our chapter will continue collecting **Box Tops for Education** this term for George Kirby Elementary School in Roseville. Please ask your neighbors, family, and friends to save them, too. Put a collection envelope or basket in the break room at work. It is SO EASY to just clip the Box Tops from the hundreds of products we already buy. Each Box Tops coupon is worth 10¢ for the school—and that adds up fast!

As you and family members are sorting through clothes to gear up for the fall season, please consider bringing your clean, gently used items to one of our GRC programs. We are collecting donations in support of **W.E.A.V.E.** (Women Escaping a Violent Environment). Additional details in this newsletter.

We look forward to seeing you at our October 19<sup>th</sup> program. We guarantee there will be no "tricks" but plenty of "treats"!

*To be interested in the changing seasons is a happier state of mind than to be hopelessly in love with spring. ~George Santayana*

*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."***



## HQ News: Podcasts



**Graphic Design Tips** by Jenny Miller

As admins take on more responsibility for desktop publishing, they need to know the basic elements of great graphic design....



**A Kick In The Attitude** by Sam Glenn

How many of us could use a kick in the attitude to get ourselves reenergized and back on track? Let speaker/author Sam Glenn...



**MS Office Meets Google** by Annette Marquis

Tech guru Annette Marquis points out why and how to integrate MS Office and Google apps to simplify, customize, and improve...

If any of these sound interesting to you, please visit IAAP Headquarter's website at <http://www.iaap-hq.org/events> and scroll down to IAAP Podcasts.

## Division News!

### Your California Division Board at Work—

2012 AEF/CDM News: The Division Board is again offering the Stimulus Plan to assist members in attending AEF/CDM in San Mateo.

A \$50 down payment is due on October 31 (confirmation email will be sent out), and MUST be received by November 5 in order for the plan to be in effect. A payment of \$50 will be due on the 15th of November, December, January, February, March and April. The final payment will be due by May 15 and the amount will be forthcoming.

Each monthly payment must be paid for by check or money order and mailed to California Division Treasurer Cherylinn Nicklas. The details and enrollment form for the stimulus plan are posted on the front page of the California Division website – [www.iaap-ca.org](http://www.iaap-ca.org). You can contact Treasurer N i c k l a s a t [cherylinnnicklas@gmail.com](mailto:cherylinnnicklas@gmail.com) if you have questions.

### Professional Development & Networking Forums (PDFN)—

These programs are designed to provide information on how the division works with you and for you. We encourage all members to attend and bring your questions, concerns and suggestions.

The PDFN meeting on September 10 in Northern California was a great success. President Elect Murphy Jones, CPS/CAP, presented a checklist and walked us through how a chapter board manual is built, along with suggestions for new member binders and current member binders. Vice President Barbara Rambow, CPS/CAP, presented an update on the Pathways to Excellence program, focusing on Chapter of Excellence and Member of Excellence. It was very encouraging to see that most of the attendees were working on the MoE with many already meeting at least 4 of the minimum 8 criteria. Division President Debra

Burruss, CPS/CAP spoke about the memo sent to all chapter presidents regarding raffles and fundraising. She then moderated the “Fundraising Wild Idea Club” -- a lively discussion to help chapters understand the sometimes complicated rules of fundraising. This discussion really got the juices flowing for this “golden opportunity” to bring IAAP to the forefront in the minds of local businesses and admins everywhere.

This same program will be presented on October 15 at the Ayres Hotel in Chino Hills and you don't want to miss it! Please RSVP to Division Secretary Ida Martinez at [idadiv@gmail.com](mailto:idadiv@gmail.com). The flyer and directions are posted in the Events section on the California Division website. Bring your questions, concerns and suggestions – that is what the PDFN is all about!



## September/October—GRC/IAAP Activities

### GRC's SEPTEMBER (9/21) Training/Meeting—“Today's ABCs of Professionalism” by Ronda Lawson, Office Administrator, BDO.

This program provided guidance on attitudes, behaviors, and communication strategies that enhance an administrative assistant's professionalism. Ronda shared tips on differences between a Professional and an Amateur.

The meeting location, Woody's Grill was very nice and the food was great.

### GRC's Upcoming OCTOBER (10/19) Training/Meeting—“Let's Talk Business” by Judy Isaman, MSOD, JGI Consulting .

As companies compete in a global environment, our work places become culturally diverse and while this diversity brings new ideas, it also creates the need for employees to become culturally

aware. This workshop promotes cultural awareness by introducing participants to the business practices and customs of the global marketplace through a light-hearted team building competition.

Judy Isaman, Principal of JGI Consulting, is a certified Human Capital Strategist. She also has a undergraduate degree in e-business and a master's degree in organization development. Judy has been recognized as an Intel Corporation high performing instructor and received an Intel WOW'EM honorable mention for her global cultural diversity awareness game, “Let's Talk Business.” She is a member of the American Society of Training and Development and Human Capital Institute. As a past four term IAAP CA Division, Recording Secretary, Judy credits IAAP with providing her many opportunities to *Making the Leap to Remarkable*.

### GRC's Community Service Program—W.E.A.V.E. Clothing Drive (10/19/11-03/21/12).

Please begin saving freshly laundered used clothes to support W.E.A.V.E.

W.E.A.V.E. provides crisis intervention services to women, men and children in Sacramento County who have experienced domestic violence or have been sexually assaulted. It is W.E.A.V.E.'s mission to bring an end to domestic violence and sexual assault in partnership with our community.

Bring your donations to any monthly training/meeting along with an inventory list, such as:

- 2 women blouses
- 6 mens slacks
- 4 women dresses, etc.



International Association of  
Administrative Professionals®

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

California Division website:  
[www.iaap-ca.org](http://www.iaap-ca.org)

Greater Roseville Chapter  
[www.iaap-roseville.com](http://www.iaap-roseville.com)



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## Simply Hired Newsletter *Job Search Made Simple*

### 6 Tips to Make a Great Impression in an Interview—

Interviews can be daunting, but you can rock them with a little preparation and practice! Not sure how to make a great impression in an interview? Impress your future employer with these interview tips:

**Prepare for the interview** – Never walk into an interview without first doing your research about the company and position. This includes knowing what the company does and how they do it, recent news/press, and information about their competitors. Not knowing about the company is a turn-off for most interviewers.

**Dress well** – The moment you walk into the room, your interviewer is going to start making judgments about you, and the best way to impress them is to pay attention to your appearance. This means dressing professionally and being well-groomed and having impeccable hygiene.

**Arrive on time** – Even if you have a good excuse, your interviewer won't think as highly of you if you're late. Plan to arrive 10 minutes early. If you get to the building sooner than that, use that extra time to prepare for interview questions in the car—

arriving more than 10 minutes early may make your interviewer feel rushed.

**Act confident** – Although being interviewed might be on your top ten list of most intimidating moments along with public speaking and skydiving, try your best to emit confidence! A couple ways to feign confidence is to smile, stand/sit up tall, make eye contact with the interviewer, have a firm handshake, and respond to those interview questions with enthusiasm.

**Ask intelligent questions** – By asking intelligent questions (and not questions you could find out from a quick Google search), you'll not only impress the interviewer with your interest but also set yourself apart from the competition. Such questions may include:

- Why is this position open? (Find out why the previous person left or if it's a new role in a growing company)
- What traits or experience would a person need to be successful in this role?
- What are the top goals for the person you hire in this role?
- What's your management style (or the management style of the hiring manager)?
- What would you change about... the company, culture, department, etc.?

- What are the next steps in this process?

**Say "Thanks"** – As your mother might say, "Mind your manners!" At the end of your interview, don't forget to thank your interviewer for taking the time to meet with you. The next day, send a personal "thank you" note to each person you met with via email. It'll set you apart from the crowd.

With these tips, you'll make the best possible impression for any interview. Good luck in your job search and rock those interviews!

## Research Your Salary, ConstructionJobForce.com Alert

### Know Your Worth: Stay In The Know – Use Our Salary Finder—

Jump start your earning potential by knowing the facts about your worth. Use our convenient salary finder to get accurate, real-time salary reports based on your job title, location, education, skills and experience level.

Whether you're negotiating a new job or looking for a raise, we provide both entry-level and seasoned professionals with a

simple and easy way to access personalized salary information.

Best of all it's FREE! Get started today and get the most out of your career

Our Salary Finder Offers:

- A quick and confidential process.
- Accurate personal market value comparisons.
- Salary reports trusted by HR professionals.

Get started now at <http://www.constructionjobforce.com/js/careerresources/salary-finder.asp>



## Are you stressed on the job? from *The Effective Admin*

Most administrative professionals experience stress on the job and in their admin roles at some time throughout the year, often more than once. And there are dozens of reasons individual administrative professionals get stressed - none less valid than each other.

For instance, Executive Assistant Amy says, "Requests are always last minute," and this causes part of her stress.

Executive Assistant Jessica has narrowed her stress cause to her "relationship with the immediate manager."

M., an administrative assistant, says stress is due to the amount of work piled on her and "not knowing which is priority."

Sales Admin and Executive Assistant Beth is having trouble maintaining a heavy workload and high expectations in an industry new to her -- with little guidance from equally busy co-workers and supervisors. Despite all that, she likes her job; but she fears she's not working up to the perceived standards of her predecessor. This all causes stress for her.

Of course, admins worry about being inadequate or temporary on the job anytime. But during a down economy and an employer's job market (more so than an employee's job market), perceived

failures on the job have some admins stressing over job loss and potential job searching at a bad time.

So when they feel they are making errors on the job or aren't meeting employer's expectations, their stress is compounded by thoughts of letting their bosses down (admins aim to please) and also what'll happen if the job doesn't work out.

Often this stress leads to making more errors and feelings of being overwhelmed by the work and job - followed by more stress. It's a vicious circle.

Fortunately, most administrative professionals interviewed for this special report have their own little "cures" for stress that strikes during the day. Most of the administrative professionals who experienced stress on the job and in their admin role have successful ways to handle it. They have deliberate stress-busting strategies.

Read this special report for lots more specific stress causes and cures for administrative professionals in their own words.

This report is included in Virtual Association for Administrative Professionals (VAAP) membership at <http://www.TheVAAP.com> or you can

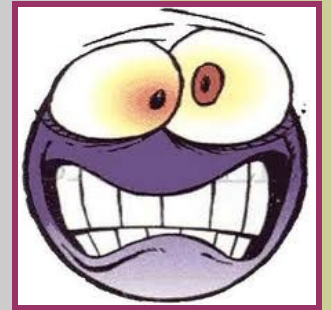
get it separately (without becoming a VAAP member). It's *SPECIAL REPORT #3: Stress at the Desk for Administrative Professionals and Their Stress-Busting Strategies* on this page: <http://www.admin-ezine.com/descriptions-in-depth-special-reports.htm>

Learn ways to take control of your bad stress and not let your bad stress set the tone for your day. Manage it. Don't let it manage you.

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Thank you for taking the time to read today's product and service updates from *The Effective Admin*.

Warmest Regards,  
Karen Porter

*Karen Porter is a job performance and career success coach and advisor to administrative professionals and the founder and president of The Effective Admin and Virtual Association for Administrative Professionals: "My specialty is serving administrative professionals like you with job performance and career management advice. I have 24 years experience interacting with the 'real' workplace and working administrative professionals."*



TO CONTRIBUTE  
ARTICLES OR  
SUGGESTIONS TO  
THE GRC NEWS FLASH,  
CONTACT:  
Kathleen Smith  
[laap.ksmith@gmail.com](mailto:laap.ksmith@gmail.com)

## Get Noticed—Capture Attention With a Mounted Poster, by Kathleen Smith, GRC Treasurer

**Look good on paper with a big message on a mounted poster.**

Looking for a versatile communication tool to highlight your business or products? Consider a mounted and laminated poster. The experts at FedEx Office will guide you through the process of creating an eye-catching and professional poster. It's that easy.

You can turn nearly any digital file or original image into a [poster](#)

ready for display. With size options ranging from 18" x 24" to 36" x 48" — custom sizes are also available — our expert team members will help you create the perfect poster for your space and your budget. Lamination and mounting on foam board are included in the price, so your poster will be durable and easy to display. And when used indoors, it will last for years.

Mounted posters are a great way to showcase your products at a

presentation or trade show, or as a point-of-purchase display. Poster-size photos also make unforgettable gifts when you want to celebrate a special event or a loved one in a large-format display.

**Get noticed—look good on paper no matter the occasion!**





Interview Body Language  
Can Cost You The Job



Tough Interview Questions



Ditch Resume Cliches

## 2011-2012 GRC Board

**President**  
**Linda Martin**

**VP Membership**  
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**Secretary**  
**Terry Barragan**

**Treasurer**  
**Kathleen Smith**

## Avoid bad habits to keep your job safe—True Tales Of Bad Habits On The Job

Your attitude, your work habits and even the way you dress can potentially affect your work status, according to *Forbes.com* article, **10 Workplace Habits That Could Cost You Your Career**—Experts agree that in the current employment climate, bad behavior is becoming less and less something employers tolerate—and more of a fireable offense.

**HABIT: You're addicted to email**—In meetings, with clients, with your boss, you just can't stop scrolling through your BlackBerry. You think you're being productive by making sure you don't miss a message while stuck in the weekly sales meeting but your colleagues (particularly those speaking) see it as a personal insult. Constantly checking your smart phone conveys a real sense of arrogance, says Princeton, New Jersey-based communication coach Matt Eventoff. **HOW TO BREAK IT:** Put the BlackBerry down," says Eventoff, "especially if you're in a meeting." Turn it off, put it away, leave it in your office. "If you're waiting for a particular, time-sensitive email, let your coworkers know beforehand," Eventoff says, "Otherwise your BlackBerry has no place at the meeting."

**HABIT: You're a brown-noser**—Nobody likes a kiss-up, and in the office one too many well-placed compliments could leave you with this reviled reputation. Say yes to everything a higher-up asks for, and your teammates will easily resent your enthusiasm. Even worse, your boss might see through your constant congratulations and think you more a nuisance than a constructive team-member. **HOW TO BREAK IT:** Take a look at the last 10 things you've said yes to, whether opinions of your supervisor or tasks around the office. Is there anything you disagree to when you think honestly about them? Learning to say no every now and then will show both your supervisors and your teammates that you actually have a spine.

**HABIT: You're a busy-body**—Do you mind your own business or is your ear constantly perked for the latest gossip or office happenings? Check yourself. You habit of needing to be in the know is likely a source of stress for your coworkers. Whether it's the movement of colleagues within the company or who's meeting who for post-work cocktails, making everything your business spells trouble. **HOW TO BREAK IT:** If it's information you need to perform in your position, schedule weekly meetings with colleagues and team meeting to stay on top of pertinent happenings. Otherwise wait for information to come to you

and avoid the urge to jump into overheard conversations. If all else fails, invest in some headphones.

**HABIT: Your email etiquette is lacking**—If your outbox reads more like a firing squad than friendly exchanges, it may be time to take a look at your communication style. "It's very rarely that emails are being perceived as too meek," says Eventoff. "As email has no tone, no emotions, no intonation, it's very easy for your short emails to be perceived as pushy, demanding or impatient." **HOW TO BREAK IT:** If poor email habits persist, bad feelings are bound to brew in a team, Eventoff says. Make a habit of reading over emails before you send and gauge how they might be received, particularly if they're directed to someone outside of your office.

**HABIT: You're full of excuses**—You may have forgotten the zip drive with your presentation notes, but you're not about to admit it. You don't know the answer to your supervisor's questions but try to talk your way around it. The result is that you've wasted not just your own time, but your manager's and colleagues' as well. **HOW TO BREAK IT:** Set a reminder ten minutes before the start of every meeting on your docket, says Patrick Flannery, an executive advisor based in Arlington, Virginia. "Better 10 minutes of your own time to gather necessary papers and gather your thoughts than 20 minutes spent making excuses in front of colleagues."

**HABIT: You're a multi-tasking mess**—Technology has made multi-tasking the norm in most workplaces, but experts say it's causing more problems than productivity. If you've been caught more than once missing pertinent information in emails or correspondence—especially deadlines, dollar signs or project elements—it might be a sign you're not as skilled at juggling tasks as you think, according to Roy Cohen, career consultant and author of *The Wall Street Professional's Survival Guide*. **HOW TO BREAK IT:** Make a conscious effort to focus on only the task (or phone call or email) in front of you. Read each email thoroughly and respond before moving on to the next. "And don't answer the phone until you're finished," Flannery warns. The habit of juggling different tasks is hard to break, but if your performance is suffering it's unavoidable.

**HABIT: You're a prima donna**—"That's not in my job description." The problem with setting too many boundaries at work—whether it's saying no to tasks or assignments you feel aren't your responsibility, or

keeping iron-clad 9-to-4:59 hours—is that when you think "self-protective," your coworkers think "jerk." And if that "somebody" are your colleagues and managers, you'll quickly find you've done yourself no favors by sticking to your guns. Chances are it's not in *their* contracts either. **HOW TO BREAK IT:** The next time an unattractive task comes across your desk, ask yourself who'll have to tackle it if you pass it off. Recognize that in periods of downsizing, everyone must pick up extra slack—and your reputation will suffer if you make yourself the exception.

**HABIT: You're the office thief**—If pens keep "appearing" on your desktop that are not yours, chances are you have a "borrowing" problem. Walking off with people's pens, staplers or favorite coffee mugs is never going to win you any love. **HOW TO BREAK IT:** Label your own things, or at least stick to a certain, identifiable brand of pens. This may seem counter intuitive, says Flannery, but the second you see a pen on your desk that isn't "your brand," you'll make a conscious effort to remember whose it is—and return it.

**HABIT: Your style does you no favors**—Personal style is one thing. Questionable style is another. When your supervisor questions whether your look is "client-appropriate" you've got a fashion-work conflict that could cost you your next promotion. **HOW TO BREAK IT:** Imagine the closet of the person you admire most at the office, Cohen suggests. How do they dress and why does it suit their position in the company? Imagine their daily wardrobe decisions. Then go shopping with your role model in mind.

**HABIT: You're quick-tempered**—"An angry employee is a dangerous employee," says Cohen, who has spent twenty years coaching fiery execs. "Managers are wary of employees who are quick to anger. They know what 'going postal' means." If your blood pressure spikes every time the photocopier breaks down, or assistants scatter when you enter a room, it's time to reexamine your behavior. Uneasy or uncomfortable coworkers are unlikely to sing your praises. **HOW TO BREAK IT:** To lose the reputation of a loose cannon, make an effort to pause before reacting to a stressful situation. Flannery suggests closing your office door and taking several deep breaths, and "by all means, avoid venting to coworkers before thinking it through." If all else fails, Cohen says to seek counseling. "Chances are you're angry about more than just the job."

## Our Sponsors by Kathleen Smith, GRC Treasurer

The Greater Roseville Chapter of IAAP would like to introduce our key sponsors and thank them for their support.

**SureWest**—SureWest offers residential digital TV, high-speed Internet and voice service in the greater Sacramento, California and Kansas City, Kansas and Missouri areas. Bundled residential/home offers provide additional savings for the most competitive rates. Their fiber-optic networks allow them to deliver extremely fast Internet access, crystal clear high definition cable television (HDTV), digital telephone and long distance services. All SureWest services include local, best-in-class customer service and 24/7 technical support.

—Thank you for providing GRC's internet and voice mail services.

**Boston Market**—Boston Market's catering is not only delicious, but it's good for you, too. At Boston Market, goodness is served. When you order from Boston Market Catering, they do the cooking-and the cleaning-so you don't have to. Order an affordable, home-style meal to feed just a few, or a whole lot. Make everyone on your team of hungry business executives, little leaguers or extended family happy with options galore. And your meal is available in as few as three hours for delivery or two hours for pick up, whichever works best for you.

Choose from their delicious menu options or create your own individual meal, serve a complete family feast, or grab a light salad or hearty sandwich. Their food doesn't just taste good, but is also good for you; from calories to fat content, and allergens to sodium counts. Great food comes from great ingredients. That's why they only use ingredients they're proud to serve. It's a difference you can taste.

Call them when you're planning your next business meeting or family gathering and you need a convenient, affordable and nutritious meal. For even more convenience, they've wrapped up their best-selling meal options into full-service packages, complete with delivery, set-up and tear down. When ordering, mention IAAP – Greater Roseville Chapter.

—Thank you for providing catering services for annual GRC events.

**OfficeTeam**—OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled office and administrative support professionals on a temporary and temporary-to-full-time basis. With a global database of more than 2 million candidates, we have the resources, experience and expertise necessary to match highly skilled professionals to our clients' hiring requirements. We

can provide administrative support throughout an organization for positions including:

- Executive Assistant
- Administrative Assistant
- Customer Service Representative
- Receptionist
- Data Entry Specialist
- Office Manager
- Project Coordinator
- Human Resources Assistant
- Marketing Assistant

*Robert Half International OfficeTeam is a division of Robert Half International Inc. Our specialized staffing divisions place professionals in the finance and accounting, information technology, legal, administrative, and marketing and creative industries. Robert Half International also is the parent company of Protiviti, a leading provider of independent internal audit and business and technology risk consulting services.*

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[sacramento@officeteam.com](mailto:sacramento@officeteam.com)

—Thank you for assisting GRC members and guests with career opportunities and attending GRC mixer functions.

Also, a BIG thank you to our IAAP International sponsors: **Avery** and **3M**.

—Thank you for always sharing and providing office supply samples.



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## Chicken Breast with Zucchini Pappardelle by Ian Knauer

Wondering what to do with a bumper crop of zucchini? Sliced thin, these green squashes make a low-carb alternative to pasta in this easy, protein-packed summer supper. Fresh basil adds lots of flavor as well as a big helping of vitamin K, a nutrient that helps keep your bones strong.

Preparation time: 10 min.  
Cooking Time: 20 min

It's easy to transform zucchini into long, delicate pasta-like ribbons that make an eye-catching partner for pan fried chicken.

### Ingredients:

1 pound zucchini, trimmed  
2 garlic cloves  
4 boneless chicken breast halves with skin (1 1/2 pounds)  
1 tablespoon olive oil  
2 tablespoons water  
1 cup torn basil leaves  
Accompaniment: lemon wedges

### Instructions:

~Shave zucchini lengthwise (1/8 inch thick) with slicer and put in a large bowl. Thinly slice garlic and reserve separately.  
~Pat chicken dry, then cut crosswise into thirds. Season all

over with 3/4 teaspoon salt and 1/2 teaspoon pepper. Heat oil in a 12-inch heavy skillet over medium-high heat until it shimmers. Sauté chicken in batches, skin side down first, until browned and just cooked through, 8 to 14 minutes total. Add chicken to zucchini.

~Add garlic to skillet and cook, stirring, until pale golden, about 1 minute. Add water and scrape up any brown bits, then drizzle over chicken. Add basil and 1/4 teaspoon salt to bowl and toss until zucchini wilts slightly. Season with salt and pepper.



Nutrition per serving: 303 Calories, 17g Total fat, 4g Saturated Fat, 93mg Cholesterol, 685mg Sodium, 5g Carbohydrate, 1g Fiber, 32g Protein.