

Inside this Issue

Story of the Three Members

Announcement of a Special Meeting for All Members and Interested Individuals

Drink the Kool-Aid (and other Workplace Phrases You May not Know)

I Have Time (How to Change Your Most Important Relationship)

Did You Know?

Now THAT'S Commitment!

Now THAT'S a Deal! 2010 EFAM

From the Help Desk

Qualities of a Top-Notch EA

IAAP Code of Ethics

Story of the Three Members

An employer called his three administrative professionals before him and told them "I am giving each of you a membership in IAAP, which has many resources and educational opportunities."

The first administrative professional joined Chapter A. While her life was busy with husband and children, her career was important to her. She saw opportunities in the chapter to make a difference and attended a conference, read in the IAAP e-groups what members in other chapters were doing, soon became a chapter officer, and saved her employer a sum equivalent to her annual salary through a suggestion she brought back to work. Realizing the value of her membership, she became a loyal chapter member.

The second administrative

professional joined Chapter B and also saw opportunities. She looked at her busy life and decided to serve on a committee. She attended a workshop, read her OfficePro Magazine cover to cover, and brought several ideas back to her employer, saving the firm time and money. Realizing the value of her membership, she was a loyal chapter member.

The third administrative professional joined Chapter C. She attended meetings off and on when the topic was of interest to her. When her chapter asked for help, she let others step forward. She waited for others to tell her how the organization typically handled situations rather than being interested enough to learn about them for herself. Her IAAP emails and magazines went unread and she passed up opportunities for

education through the organization.

At the end of the membership year, the employer called the three administrative professionals before him.

To the first he said, "Well done! Because you have learned new skills and gave back to the firm in such a large way, you will receive this much more a year in your pay as well as a promotion. If you would like to continue your membership, I will be happy to pay for a renewal for you."

To the second administrative professional he said, "You too have done well. You have learned new skills and gave back to the firm. Your paycheck will be increased by this much each month. I will happily renew your membership as well."

ATTENTION MEMBERS AND FRIENDS!

A SPECIAL MEETING OF THE NORTH SHORE CHAPTER WILL BE HELD ON THURSDAY, NOVEMBER 12, 2009—5:30 TO 7:30 P.M. IN THE COMMUNITY ROOM OF THE BEVERLY COOPERATIVE BANK, 87 LAFAYETTE STREET, SALEM.

IF YOU ARE CURRENTLY A CHAPTER MEMBER, YOU WILL WANT TO BE THERE.

IF YOU ARE NOT A MEMBER YET BUT HAVE BEEN CONTEMPLATING MEMBERSHIP, WE URGE YOU TO ATTEND AS WELL!

AS MOST OF THE CURRENT OFFICERS HAVE BEEN SERVING IN THEIR ROLES FOR TWO YEARS, THEY MUST STEP DOWN AFTER THIS YEAR. THIS MEANS NEW CANDIDATES MUST VOLUNTEER AT THIS TIME OR A VOTE MUST BE TAKEN TO DISBAND AT THE END OF JUNE.



“Everything you really needed to get done, did get done, so you really do have time when you need it.”

“The problem isn’t time — it’s actually your priorities. Exert power over your to-do list and focus on what is important.”

I Have Time: How to Change Your Most Important Relationship

This article, which appeared in the July issue of Success Magazine, starts with Mel Robbins explaining to readers she has three children, a company to run, a daily radio show, a t.v. show and (as if that wasn’t enough) an entrepreneur husband with three restaurants. By the time she launched her company, she began feeling that her life was out of control and that she was accomplishing nothing each day.

She realized she’d been guilty of telling herself, “I don’t have time,” and that she’d begun to believe it herself. She was not the one running the business; it was running her. After wishing for more time to get everything done, it dawned on Mel that she couldn’t change how much time she has. She could only change her relationship to time.

Mel lists three strategies for taking back control and improving your relationship with time.

First, stop saying, “I’m running out of time,” “Hurry up,” “Time’s almost up,” “I don’t have enough time” because those phrases start a chain reaction as it did with her.

Second, recognize that everything you really needed to get done, did get done. So you really do have time when you need it. You’re just so busy rushing to keep up that you don’t think you do.

Finally, accept that the problem isn’t time — it’s actually your priorities and a habit of turning everything into an emergency. You don’t need more hours in the day. What you need is to exert power over your to-do list and to focus on what is important. Most of what is on your plate can wait but what can’t wait is adjusting what you say to yourself about time and prioritizing what’s important. Mel suggests the following: if there’s

something on your plate you feel pressure to get done, start it right now. And, as you work on it, keep telling yourself “I have time.”

After awhile you will be pleased when you see you no longer have to rush through everything or try to do it all at once. You can pick the most important thing and slow down because now you have time on your side.



FROM THE HELP DESK

By Marcia Silverman

Take your e-mails up a notch!

<http://www.howdywire.com/>

While the typewritten word is nice, it is far more personal if you send a web-cam video e-mail! I have been using the following FREE site and it is a lot of fun. The only thing you need is a video camera, so if you have one you might want to try this out. It’s simple to send and simple for folks to see. Nothing to be installed for either party!

MORE WEBSITES OF INTEREST

<http://www.scanmyphotos.com>

For \$70 including shipping for 1,000 of your old photos to be scanned onto .jpeg files (or 7 cents each photo) and returned in just a couple of days on a DVD.

<http://www.scancafe.com>

Are you still hanging on to all those film negatives? Scancafe.com will digitize them at a

superclean 3,000 dpi resolution at 24 cents each!

DID YOU KNOW?

IAAP Protocol requires that the Division President, if a guest, be seated at the left of the chairman of the chapter event unless she/he is guest speaker, in which case the Division President would sit at the right of the chapter president. The Division President takes precedence over all other guests.

HAVE YOU HEARD?

By Nancy Emmons

According to Bloomberg, there are plenty of high-paying jobs out there for those who are seeking work. The caveat is that these jobs require more training. I can vouch for this as my own new job has required me to learn quite a few new programs and required one person to fly to Boston from Philadelphia and another to fly from Denver to train me. So if you’re game to learn new skills, your chances are better for getting that new job!

Story of the Three Members (Cont'd)

To the third administrative professional he said, "Obviously, the membership meant little to you, so it will not be renewed."

The moral of the story is this: the more you appreciate a golden goose, the more golden eggs it will lay.



Drink the Kool-aid (and Other workplace Phrases You May Not Know)

We were trying to boil the ocean but scaled it back, created a strawman to kick around, solved some other problems by talking to the dog, and meantime ignored the consultants who have gone native. If everyone isn't drinking the Kool-Aid, no worries — we'll be running in parallel.

What did he say???? If this jargon is new to you the way it was to me, the book 'Everyday Practices of Extraordinary Consultants', by Christine Lambden and Casey Conner, can help.

Boil the Ocean: When the scope is too great for a single project.

Talking to the Dog: Solving a problem by thinking it through and talking about it out loud.

Going Native: A consultant who starts thinking he is part of the client organization, failing to provide the same value as in the beginning.

Strawman: First draft of a solution or proposal intended to

Drink the Kool-Aid (Cont')

provoke discussion and ultimately be knocked down by something more substantial.

Running in Parallel: Assuaging a client's fears about trying out a new system by running the new system while simultaneously running the old system for a short period.

Drink the Kool-Aid: Enthusiastically buy the company line.

From Success Magazine, July 2009

Now THAT'S Commitment!

GNED Secretary Wendy Beauchene had the good fortune to meet Alice Alfredson, Hononegah Chapter President, while in Minneapolis on one of many escalator rides between floors. What she found most memorable about Alice was her determination to revive the chapter, her matter-of-fact assessment of the current membership status of the chapter, and her resolve to reinvent the Hononegah Chapter during this

Power of Commitment year. While this isn't her first term as chapter president, Alice is steadfast in her resolve to keep the chapter operational (like many other chapters, the Hononegah Chapter has recycled its committed and passionate members to serve again). By the way . . . Alice is 86 years old and has been a member for 42 years! The success of IAAP will be built by members helping members, chapters helping chapters and divisions helping divisions. This is where it starts. So take a moment out of your day today Help YOUR Chapter succeed as Alice is doing for the Hononegah Chapter!

IAAP Named One of Top 10 Websites for Admins

In September Monster.com wrote concerning tracking down information on the internet that the IAAP site, including links to OfficePro Magazine, online training resources, a message board, information on how to obtain CPS and CAP certification and much more ranks among the top 10 websites for administrative professionals. The other websites named include CEOExpress, Refdesk, Microsoft Design Gallery, USPS, BrainyBetty, XE.com, Virtually There, Free-Ed Ltd. And Monster Admin/Support Community.



"I like the fact it is ongoing training, giving me ideas about technology. I get to interact with others. And the speakers have been good. I will be back."
-Irma from McLean, Va.

Now THAT's a Deal!

For the first time in recent memory, IAAP is offering a special history-making deal to help you attend the 2010 International Education Forum and Annual Meeting in Boston. A limited number of packages have been secured offering you 10% off your conference registration and 10% off your hotel stay at the Sheraton Boston when you prepay by December 15. Go to the IAAP website and click on the link on the main page where it says 'Take Advantage of the Package Deal Today' to locate the hotel/registration package form.

Need convincing?



"I've enjoyed the training workshops and the entertainment. The concept of IAAP, the structure, the certification is impressive."
-Denise from Quantico, VA



"I love it! I think I came into it with a different goal. I came for the fun aspect then the learning, but I've collected enough information to use in my office. I also love the networking with other admins; it helps me know how to deal with things in my office."
-Brittany from Honolulu, Hawaii



"It's interesting because you network. You never know who you'll meet."
-Bridgette from Nassau, Bahamas

CONTACT INFORMATION

PRESIDENT: Nancy Emmons nancy.emmons@comcast.net
VICE PRESIDENT: Marcia Silverman ms@ndt.com
TREASURER: Ruth Titelbaum nehoc01940@yahoo.com
SECRETARY: Shirley Warren warrenfam@comcast.net

The North Shore Chapter IAAP
P. O. Box 484
Salem, MA 01970

IAAP is the Standard for Excellence!



The North Shore Chapter of the International Association of Administrative Professionals was chartered in April 2006 with 16 members. The Chapter membership is comprised of office professionals with job titles ranging from Administrative Assistant, Receptionist, Executive Assistant, Office Manager, Operations Manager, Billing Coordinator, etc. Our members are employed by numerous companies in Boston and North Shore Communities of Salem, Peabody, Beverly, Lynn, Andover, Malden, and Danvers to name a few.

As a member of IAAP you will meet and exchange ideas with other office professionals, invest in your future and enhance your professional image by keeping abreast of business trends and technology, learn teambuilding and organizational skills as a committee member, chairperson, or officer, receive timely information on issues facing administrative professionals today through publications such as OfficePro, IAAP Connections and The Current.

IAAP CODE OF ETHICS

Recognizing that a position of trust imposes ethical obligations upon administrative professionals to act for benefit of employers, clients, and the public, members of IAAP hereby establish and promulgate four standards of professional conduct and resolve to be guided by them as embodying the ethical ideals of their profession.

- We shall act as a trusted agent in professional relations, implementing responsibilities in the most competent manner and exercising knowledge and skill to promote the interests of our employer.
- We shall strive to maintain and enhance the dignity, status, competence, and standards of the profession.
- We shall insist that judgments concerning continued employment, compensation, and promotion be based upon professional knowledge, ability, experience and performance.

20 EXECUTIVE ASSISTANTS LIST THE QUALITIES OF A TOP-NOTCH EA

She must be a quick learner, able to determine when help is going to be needed (ahead of) a deadline, able to incorporate all aspects of a company's business strategy into her work and relationships, able to multitask without missing a beat, able to offer at least two solutions to every problem, able to resort priorities at a moment's notice, able to think outside the box, adaptable, always willing to take on new challenges or new projects, an active listener, approachable, assertive, detail-oriented, possess the attitude of a servant, self-aware to the boss (when he does things that he should not), a confidante, confident in her ability to make a good decision, discreet, embraces constructive criticism to promote personal and professional growth, ethical, flexible, possess integrity, loyal, a mentor, passionate about her work, possess strong organizational skills, a desire to achieve excellence, a memory for the little things that matter, a keen sense of humor as well as a keen sense of the company's business strategy, proactive, have a professional appearance and demeanor, be a role model, possess a sense of urgency, be a source of all knowledge on short notice, and be a team player always willing to offer

others support when it is needed. In short, she needs to be like the woman below!

