

THE DOMINION DISPATCH

Virginia



International Association of
Administrative Professionals

Old Dominion Chapter



Old Dominion Chapter, IAAP • P.O. Box 71412 • Henrico, VA • 23255 • <http://www.iaap-olddominion.org>

OUR MISSION

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

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ADMINISTRATIVE PROFESSIONALS WEEK SEMINAR Monday, APRIL 25, 2011

FEARLESS LEADERSHIP: FUEL YOUR DRIVE AND THRIVE! VICTORIA ASHFORD KEYNOTE SPEAKER



Who Will Benefit:

Administrators, Executive/Administrative Assistants, Office Managers, Secretaries, Receptionists, Support Technicians, Purchasing Agents, Financial Personnel, Human Resource Personnel, Program Managers, and Clerical Support Personnel

Who Is Invited:

IAAP Members, Non-Members, and Guests

Wyndham Virginia Crossings Hotel & Conference Center

Henrico Ball Room

1000 Virginia Center Parkway

Glen Allen, Virginia 23059

<http://www.wyndhamvirginiacrossings.com>

Don't Forget Your Business Cards!

See registration form on page 3

Don't Delay, Register Today!

Professional Development...Knowledge Building...Networking...Door Prizes...Vendor Exhibits...and Much More!!!



ADMINISTRATIVE PROFESSIONALS WEEK April 24-30

Fearless Leadership—Fuel Your Drive and Thrive!

Victoria Ashford, Keynote Speaker

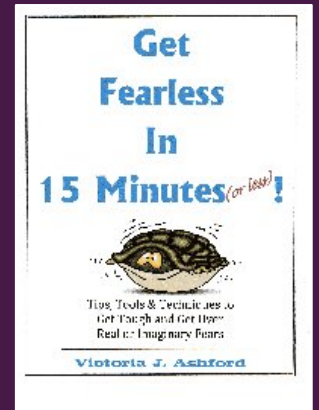
Overview

6 Recertification Points

This event will convene at the Wyndham Virginia Crossings Hotel & Conference Center, 1000 Virginia Center Parkway, Glen Allen, Virginia 23059. See registration form on page 10.

The seminar will include:

1. Define & Develop a Care Compass™ - the essential support element for your life and the life of your organization
 - Identify the two key people to maximize growth
 - Evaluate their utilization
 - Formulate a plan to improve their value
2. Improve your decision-making – the timeliness and effectiveness of resolute action is crucial to your leadership.
 - Analyze 4 indispensable leadership traits
 - Discuss the consequences when omitted
3. Implement your vision – overcome hindrances to executing your objectives and accelerate your success
 - Identify six vital questions
 - Evaluate your personal inquiry and application



Format: Interactive Lecture

Victoria Ashford's Biography



Victoria Ashford is a sought-after speaker, trainer, coach and author who provides high-energy, entertaining presentations, sessions and workshops, where all participants leave equipped, encouraged and empowered. Her practical and timely motivational programs on leadership development, customer service and courage cultivation have reached and benefited a vast and assorted audience.

Victoria has spoken to professionals in small business, human resources, banking, public library, non-profit, higher education and governmental sectors. She masterfully weaves amusing anecdotes and insights together for a memorable event.

Victoria is a take-charge, multi-faceted woman who gleans and mines great lessons from her experiences as an educator, library director, GED examiner, sales associate and Air Force officer. In her spare time, she is a successful real estate investor, winter sports enthusiast (skiing rocks!) and an actress/extra in industrial and feature films.

In addition, Victoria leads Excelsis Training & Consulting, Inc and has a B.A. from the University of Arizona, and an M.A. from the University of Alabama at Birmingham. Victoria has been sharing her innovative methods and messages, improving the lives and performance of individuals, fostering effective team development and increasing their productivity or sales since 1988.

REGISTRATION FORM

Registration: 7:30 a.m. / Continental Breakfast: 8:00 a.m.

Seminar includes free parking, continental breakfast, lunch, and afternoon snack



Please print:

IAAP Member Name: _____ CPS: _____ CPS/CAP: _____ CAP: _____
 Company Name: _____
 Address: _____
 Business Phone: _____ Cell Phone: _____
 E-mail Address: _____ Personal E-mail Address: _____

Non-Member/Guest Name: _____ CPS: _____ CPS/CAP: _____ CAP: _____
 Company: _____
 Address: _____
 Business Phone: _____ Cell Phone: _____
 E-mail Address: _____ Personal E-mail Address: _____

Total Attending: _____ Total Amount Enclosed: _____
 IAAP Chapter: _____ Guest of IAAP Member? [] Yes - [] No Member's Name: _____



Check or Money Order Only!

(Make checks payable to Old Dominion Chapter, IAAP) - (Tax ID #: 54-6053135)

Limited Seating! Don't Delay! Register Today!

REGISTRATION FEE	PRICE	NO.	AMOUNT	TOTAL
IAAP Member	\$60			
Non-Member	\$65			
Vendor Meal Package (per person)	\$41.50			

Registration deadline—Friday, April 15, 2011



International Association of
 Administrative Professionals®
 Old Dominion Chapter

Old Dominion Chapter, IAAP
 P.O. Box 71412
 Henrico, VA 23255
<http://www.iaap-olddominion.org>

Please mail registration form and fee to:

JUNE PEGRAM, CAP
 c/o Hanover County Assessor's Office
 P. O. Box 470
 Hanover, VA 23069
 804.365.6029 (office)/804.365.6094 (fax)
jrpegam@co.hanover.va.us

No refunds after April 1, 2011

For additional inquiries, contact
 Cynthia Robinson, CAP, President-Elect
rob12@co.henrico.va.us
 804.921.2293



Fearless Leading



Hello!

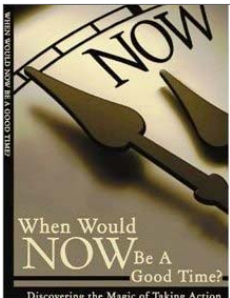
I'm **Victoria Ashford**—a leadership speaker, trainer and coach. I thank you for your time and attention today!

By being one of my audience members, you will be exposed to very practical and important information--designed to equip, empower and encourage **YOU!**

Next, when you're ready to take the next step toward your personal or professional **Success**, you can reach me at Victoria@FearlessLeading.com, or (205) 620-1006. Remember to take advantage of my **Special Offer** below!

Are you ready to learn effective strategies to help you achieve better results in your life? If so, read on! By acting TODAY, you will receive:

- My book, **When Would NOW Be a Good Time?- Discovering the Magic of Taking Action**
- **Get Fearless!™ Newsletter** – which features “members only” access and specials!
- PLUS a **FREE GIFT!** You'll receive *the Exclusive Bonus Material* Worksheets (pdf) that complement the **When Would NOW Be a Good Time?** book.
- But WAIT! As a **SECOND FREE GIFT**, you'll receive (by mail) the **Get Fearless!™ CD...**
- **Rookie to “M.V.P.” – How to be a Most Valuable Professional**



The TOTAL VALUE for all these outstanding resources is **\$159!** But, if you **ORDER TODAY**, you'll get them ALL for only **\$20.00!**

Tear Here Tear Here Tear Here Tear Here Tear Here Tear Here Tear Here

Print Name: _____ Signature: _____
Email: _____ Phone # () _____
Pymt Type: Cash Check Visa/MC Discover Amount: _____
Name on Card: _____ CC# _____
Billing Address: _____ City _____
State _____ Zip _____ Exp Date: _____ 3-Digit Code _____

This special offer expires on 4/25/11 after the APW Seminar (5 p.m.)

2011 APW FAST Facts

A Large and Growing Profession

4.3 million administrative assistants and secretaries, along with 1.4 million supervisors of office and administrative support staff, were employed in the United States in 2010 (U.S. Dept. of Labor).

Over 500,000 administrative professionals are employed in Canada (Statistics Canada).

Nearly 500,000 administrative assistant and secretarial positions will be added in the U.S. between 2008 and 2018, representing growth of 11 percent. (U.S. Dept. of Labor).



Typical Duties of Today's Administrative Professionals

- Prepare documents, correspondence and presentations
- Produce spreadsheet reports
- Coordinate multiple schedules and calendars
- Maintain computer files, directories and databases
- Plan meetings and special events
- Purchase office equipment and supplies and work with vendors
- Participate on/lead project teams
- Interview, orient and supervise other staff
- Research
- Learn computer programs and train others in the office

Most Salaries Expected to Rise this Year

While salaries took a hit last year due to the recession, this year most salaries in the administrative profession are showing a modest increase. However, those working in the areas of data entry, office services and reception are experiencing an average 1 percent decrease.

- \$40,030 - Average 2008 annual earnings of U.S. executive secretaries and administrative assistants (U.S. Dept. of Labor)
- 2.5 percent - Expected average salary increase for an administrative assistant in 2011 (*OfficeTeam 2011 Salary Guide*).
- 1.4 percent - Expected average salary increase of an entry-level administrative assistant (*OfficeTeam 2011 Salary Guide*)

Administrative Professionals Week (April 24-30, 2011)

Administrative Professionals Week and Administrative Professionals Day (Wednesday, April 27) call attention to the important workplace role of administrative professionals. The 2011 Administrative Professionals Week theme is "This Year Celebrate All Office Professionals." This theme is in honor of all office professionals that have pulled together during the economic downturn.

Observed since 1952, Administrative Professionals Week is originated and solely sponsored by the International Association of Administrative Professionals. IAAP recommends that employers observe Administrative Professionals Week by providing education and training to administrative staff through seminars, continuing education and self-study materials.

Research shows that many workers around the world still hold the "secretary" job title; however, many alternative titles have become more popular, such as administrative assistant, office coordinator, administrative specialist, executive assistant, and office manager.

President's Message Sally Ferrell, President

April is here! Isn't it great to have the warmer weather back! The trees and the flowers are blooming, and the birds are singing and building nests. This is truly spring and the season of buds and new growth. Have you consider being a committee chair for the chapter? It is a great opportunity for your own growth, the growth of the chapter and the professional growth of all our members. Be prepared to say "Yes" when you are approached.



To keep our growth spurt going, please plan to attend the Administrative Professional Seminar on April 25th. I am sure if you participate in this event, you will really blossom. The Administrative Professional team is hard at work making plans for a successful day. I want to challenge each of you to invite every admin you know, whether they are a member or not, to come and enjoy the excitement, education, tips and most of all FUN! The Wyndham Crossing Resort is the only place to be on April 25th.

Thanks to everyone who attended our March meeting last month. We had a great time. A special thanks to our membership committee for all your hard work in making this event a success. Also special thanks to Edith Brown, CPS for being our guest speaker and speaking on "Making Membership Work For You!"

Old Dominion Chapter, you are a fantastic team and you make me proud to serve as your president! Thank you!!!!

I look forward to seeing each of you at our Administrative Professional Seminar.

Sally Ferrell
2010-2011 President



Old Dominion Chapter, IAAP
P.O. Box 71412
Henrico, VA 23255
<http://www.iaap-olddominion.org>

BOARD OF DIRECTORS



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President-Elect

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Cynthia.Robinson.CAP@gmail.com

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(h) 804.737.0086

Linda.Taylor@pfizer.com

Lana Agostini

Second Vice-President
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(h) 804.319.6644

lane.agostini@richmondgov.com

Audrey Roberts, CAP

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(h) 804.349.5629

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Recording Secretary
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vjohnson@cvwma.com

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Treasurer
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parkerpr@comcast.net

Mary Clark

Parliamentary Advisor
(w) 804.780.7843
(c) 804.677.2629

mclark@richmond.k12.va.us

Upcoming Events At A Glance

P.O. Box 71412 • Henrico, VA • 23255 • <http://www.iaap-olddominion.org>

April 25, 2011

2011 Administrative Professionals Week Seminar (APW)
Fearless Leadership—Fuel Your Drive and THRIVE!
Speaker: Victoria Ashford, Keynote Speaker
Cost: \$60 (IAAP Member) Seminar Fee
\$65 (Non-Member) Seminar Fee
Location: Wyndham Virginia Crossings Hotel & Conference Center
Time: 8 a.m.—4:30 p.m.
Vendors: B'Jeweled by Helena (Helena Holder)
Bella Butterfly (Ann Louisa)
Excelcis Training & Consulting, Inc.
(Victoria Ashford)
Jason's Deli (Christina Snyder)
Lemongrass Spa Products (Debbie Carroll)
Lia Sophia (Doris Jackson—Crocker)
Lisa's Creations (Lisa Chenault)
Mary Kay Cosmetics (Lisa Hinson Orlosky)
Miche Bags (Shalanda Branch)
Monkey Business (Margaret-Anne Hilliard)
Scentsy (Monique Daniel)
Tastefully Simple (Cathy Dudley)
Vmeals (Mary Pat Koslowski)
Membership Committee
Certification Committee
Ways and Means Committee
Time: 8 a.m.— 4 p.m.

6 Recertification Points

April 26, 2011

Administrative Professionals Week Banquet
Tri-City Chapter, IAAP
Speaker: Russell Harris
Cost: \$24
Location: Howlett's Restaurant & Tavern
3530 Festival Park Plaza
Chester, VA
Time: 6 p.m.

April 27, 2011

Administrative Professionals Week Event
Find Your Passion to Create Your Purpose
Peninsula Chapter, IAAP
Cost: \$20
Location: Point Plaza Suites at City Center
The Catering Company East at Point Plaza
950 J Clyde Morris Blvd.
Newport News, VA
Time: 12 p.m. —2 p.m.

May 3, 2011

30th Anniversary Celebration
Tri-City Chapter, IAAP
Location: John Tyler Community College
Bird Hall, Room B-124
13101 Jefferson Davis Highway
Chester, VA
Time: 6 p.m.

May 17, 2011

Certification and Scholarship Committees' Presentation
Who, What, When, Where and How of Professional Development
Speaker: Linda Coake, CPS/CAP
Location: Hampton Inn & Suites (REVISED)
Technology Park Drive
Glen Allen, VA
Time: 6 p.m.

June 17-19, 2011

Annual Meeting—Virginia-West Virginia Division
Fredericksburg Chapter, IAAP
Speakers: John L. Johnson, CCDP/AP
Donna R. Tyson
Cost: \$175
Location: Fredericksburg Hosp. House & Conf. Ctr.
Fredericksburg, VA

3.5 Recertification Points

June 21, 2011

Monthly Meeting
Installation of 2011-2012 Officers
Speaker: TBA
Location: Hampton Inn & Suites (REVISED)
Technology Park Drive
Glen Allen, VA
Time: 6 p.m.

Recertification Point Pending



Who, What, When, Where and How of Professional Development Presentation Information

Do you have questions about professional development? Just what is it? Is it too late to start? What is available? Learn the answers to these and other questions and three simple steps to help you grow in your career as an administrative assistant.

Linda C. Coake, CPS/CAP Biography



Associate degree in secretarial science in 1986 from John Tyler Community College graduating magna cum laude. Taken various seminars, workshops, and classes since then.

A member of IAAP since 1987 and has served the Tri-City Chapter as Second Vice President, First Vice President and President (at least 4 times), and as a chair or member on several committees such as seminar, administrative professionals week, scholarship, etc., throughout those years. Also, served five years on the Virginia Division Board (now the Virginia/West Virginia Division) including 1998-99 Division President and several Division committees.

Received CPS rating in 1990 and recertified in 1996, 2001 and 2006 and received CAP designation in 2008.

Formerly employed at John Tyler Community College for 13 years as an Executive Secretary to the Executive Director of the JTCC Foundation. Employed since 2001 at Southside Virginia Training Center, a Department of Behavioral Health and Developmental Services facility located in Petersburg, Virginia, as administrative assistant senior to the Director of Administrative Services. Primary duties include coordinating policy and record management programs.

Live in Prince George County with husband Daniel and an assortment of animals. Included in immediate family is a son, Dwight and his wife, Robin and her two children Raven and Avery. Hobbies include my horses, reading, and watching movies, especially science fiction.

Social Blogging : Partnering for Our Future



The chapter social networking accounts are:

Facebook: username: dominionchapter@gmail.com
Twitter: username: old dominion iaap (or gmail account)
Linkedin: username:dominionchapter@gmail.com
Gmail account: dominionchapter@gmail.com

For additional information regarding chapter social networking, contact Dominique Henry via 804.646.7073.

Who, What, When, Where and How of Professional Development



Linda C. Coake, CPS/CAP

KEYNOTE SPEAKER



NEW LOCATION !

HAMPTON INN & SUITES

1101 Technology Park Drive, Glen Allen, VA 23059



5:30 – 6:00 p.m.....Registration/Networking
 6:00 – 6:45 p.m.....Welcome/Business/Dinner
 6:45 – 7:45 p.m.....Program, Presentation

REGISTRATION FORM

Please Print

Member's First Name: _____ Last Name: _____ CPS__ CPS/CAP__ CAP__
 Company: _____
 Business Phone: _____ Cell Phone: _____
 E-mail Address: _____ IAAP Chapter: _____
 Guest First Name: _____ Last Name: _____ CPS__ CPS/CAP__ CAP__
 Company: _____
 Business Phone: _____ Cell Phone: _____
 E-mail Address _____ Guest of: _____

Attending (check one): Meeting/Program only _____ Meeting/Program/Dinner _____ (\$15.00)

REGISTRATION DEADLINE – FRIDAY, May 13, 2011

(Make checks payable to Old Dominion Chapter, IAAP) – Tax ID #54-6053135

Please mail registration form and/or check to:



Cynthia Robinson, CAP
 County of Henrico, Virginia
 Department of Public Works
 4301 E. Parham Road
 Administration Annex Bldg.—3rd Floor
 Henrico, VA 23228
 804.501.4394 (office)/ 804.921.2293 (cell)
 804.501.7470 (fax)
rob12@co.henrico.va.us



The fee of \$15 covers the cost of the meal. Parking is also free! **It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.

Benefits of Membership

*Lana Agostini, 2nd Vice President
Membership Committee Chair*



- Member discount on purchases through IAAP on education and professional development resource materials
- Discounts on registration of any IAAP sponsored international level training workshops, seminars, conferences and conventions.
- Discounts on registration for the Certified Administrative Professional or the Certified Professional Secretary exams
- Subscription to: [OfficePro](#) magazine, [OfficePro Express](#), an e-newsletter full of research, trends and technology information; [reVisions](#), a quarterly lifestyle magazine; [reVisions 2.0](#), a monthly e-newsletter on lifestyle topics; [IAAP Connections](#), the association's monthly e-newsletter
- Full access to IAAP Web 2.0
- [Local chapters](#), which hold training and networking events and have opportunities for leadership
- [Join Now!](#)

For more information regarding membership, contact **Lana Agostini, 2nd Vice President Membership Committee Chair** via 804.646.1791 / Lana_agostini@richmondgov.com.

Nominating Committee

Cynthia Robinson, CAP, Chair



The Committee on Nominations presented a slate of candidates for each officer at the March chapter meeting. Please view the qualifications forms on pages 10-17.

Officers shall be elected by ballot by a majority vote of the members present at the May chapter meeting provided a quorum is met.

Welcome New Member!

Barbara A. Williams, CAP,
Altria Client Services

April Birthdays

Valerie Pegues-Johnson	Apr 9
Marleeta Thompson	Apr 10
June Pegram	Apr 12
Patricia Parker	Apr 16
Georgianna Engles	Apr 30

April Anniversaries

Nell Barnard, CPS	18 yrs
Betty Blodgett, CPS/CAP	21 yrs
Georgianna Engles	7 yrs
Sally Ferrell	16 yrs
Carole Landrau-Penna	12 yrs
Audrey Roberts	9 yrs
Christina Snyder	1 yrs

Condolences

Old Dominion Chapter, IAAP extend condolence to Gale and Elaine Barry in the passing of their cousin.

Sick

The Old Dominion Chapter extend well wishes to Hazel Boone (former member) whose husband had a stroke. Please keep her in your prayers. Her mailing address is, 5315 Crenshaw Road, Richmond, VA 23227.

If you need any additional information please contact :

Mary Clark
(w) 804.780.7843
(c) 804.677.2629

mclark@richmond.k12.va.us

QUALIFICATIONS OF OFFICER

OFFICE	
PRESIDENT	
NAME	MEMBERSHIP DATE
Cynthia Robinson, CAP	1/1/2001
2010-2011 President-Elect	
2009-2010 Corresponding Secretary	
2009-2011 Board Contact – Certification Committee	
2009-2011 Newsletter Editor	
2010-2011 Webmaster	
ODC COMMITTEE CHAIRMANSHIPS	
2010-2011 Newsletter Committee Chair	
2010-2011 Website Committee Chair	
2010-2011 Administrative Professionals Week Committee Chair (APW)	
2010-2011 Nominating Committee Chair	
ODC COMMITTEES	
2009-2011 APW Committee	
2009-2011 Certification Committee	
2009-2010 Program Committee	
OTHER IAAP ACTIVITIES	
7/31/2010 – Sailing With the Stars – The Power of Networking	
8/17/2010 – Successful Event Planning	
9/21/2010 – Annual Seminar – The Art of Public Speaking	
9/21/2010 – Annual Seminar – Managing Through Change	
9/21/2010 – Annual Seminar - Changing Places, Changing Faces	
10/8-9/2010 Professional Development Seminar (PDS)	
10/12/2010 – Executive Appreciation Breakfast - Ingredients of an Outstanding Boss	
11/16/2010 – Excellence In Action-Mission Success!	
12/14/10 – Holiday Social Dinner Dance	
1/18/2011 – Being Healthy From Now On!	
2/15/2011 – Social Media & the Law	
3/15/2011 – Making Membership Work For You!	
4/25/2011 – Fearless Leadership – Fuel Your Drive and THRIVE!	
5/17/2011 – Certification/Scholarship Committees Program	
6/21/2011 – Installation of Officers	
6/17-19/2011 – Annual Meeting, Fredericksburg, VA	
7/24-27/2011 - Education Forum & Annual Meeting (EFAM)	
EMPLOYMENT	SPECIAL ACCOMPLISHMENTS
8/11/1993 - County of Henrico, Virginia	2010 Professional Member of the Year (PMOY)
	2008 Certified Administrative Professional (CAP)

QUALIFICATIONS OF OFFICER

OFFICE	
PRESIDENT-ELECT	
NAME	MEMBERSHIP DATE
Audrey Roberts	4/1/2002
Board Member – 1 st VP 2009-2010 (first year)	
Historian 2008-2009, 2009-2010	
Corresponding Secretary—20010-2011	
ODC COMMITTEE CHAIRMANSHIPS	
Community Services – 2004-2005	
Community Services – Co-Chair 2005-2006	
Programs – 2009-2010	
ODC COMMITTEES	
Community Services – 2006-2007	
OTHER IAAP ACTIVITIES	
7/31/2010 – Sailing With the Stars – The Power of Networking	
8/17/2010 – Successful Event Planning	
11/16/2010 – Excellence In Action-Mission Success	
12/14/10 – Holiday Social Dinner Dance	
1/18/2010 – Being Healthy From Now On	
2//15/2011 – Social Media and the Law	
3/15/2011 – Making Membership Work for You	
EMPLOYMENT	
Owens & Minor Inc ; Admin. Asst. to VP-Controller for 12 years	
SPECIAL ACCOMPLISHMENTS	
Received CAP certification in Dec. 2009	

QUALIFICATIONS OF OFFICER

OFFICE	
FIRST VICE PRESIDENT	
NAME	MEMBERSHIP DATE
Linda Taylor	8/1/2007
2010-2011 First-Vice President	
ODC COMMITTEE CHAIRMANSHIPS	
Programs	
ODC COMMITTEES	
Programs – 2009 - 2011	
OTHER IAAP ACTIVITIES	
7/31/2010 – Sailing With the Stars – The Power of Networking	
8/17/2010 – Successful Event Planning	
10/12/2010 – Executive Appreciation Breakfast - Ingredients of an Outstanding Boss	
11/16/2010 – Excellence In Action-Mission Success	
12/14/10 – Holiday Social Dinner Dance	
1/18/2010 – Being Healthy From Now On	
2//15/2011 – Social Media and the Law	
3/15/2011 – Making Membership Work for You	
EMPLOYMENT	
Pfizer Consumer Healthcare - 1998	
SPECIAL ACCOMPLISHMENTS	
Successfully Lead the Diversity and Inclusion Day – Pfizer Richmond	
Successfully Lead the Women’s History Month Celebration – Pfizer Richmond	
Leadership Metro Richmond	
Bachelors Business Administration – Averett University	
Certificate in Quality – Association of Quality Management	
Certificate in Human Resource Management – American University	
Awarded for Accomplishments on the program committee for Greater Richmond Urban League Conference	

QUALIFICATIONS OF OFFICER

OFFICE	
SECOND VICE PRESIDENT	
NAME	MEMBERSHIP DATE
Sally Ferrell	3/1/1995
ODC OFFICES	
Asst. Treasurer (2) , Corresponding Secretary (2), President-Elect (2), President (2)	
STATE LEVEL OFFICES:	
President, President-Elect, Secretary, Treasurer	
ODC COMMITTEE CHAIRMANSHIPS	
APW, Newsletter, Nomination, Ways and Means	
ODC COMMITTEES	
APW , Community Service, Membership, Newsletter, Nomination, Program, Publicity, Scholarship and Ways and Means	
OTHER IAAP ACTIVITIES	
Attended the following: Seminars, APW, Executive Program, Annual Meetings, International Conferences, LAN Meetings, visited numerous chapters in the State.	
EMPLOYMENT	
Morning Star Baptist Church – Executive Assistant to the Pastor	
SPECIAL ACCOMPLISHMENTS	
Workshop presenter for Administrative Professionals Conference in Toronto, Canada – Feb. 2007.	

QUALIFICATIONS OF OFFICER

OFFICE	
RECORDING SECRETARY	
NAME	MEMBERSHIP DATE
Peggy C. Gentry, CPS/CAP	3/1/2009
ODC OFFICES	
ODC COMMITTEE CHAIRMANSHIPS	
ODC COMMITTEES	
OTHER IAAP ACTIVITIES	
9/21/2010 – Annual Seminar – The Art of Public Speaking	
9/21/2010 – Annual Seminar – Managing Through Change	
9/21/2010 – Annual Seminar - Changing Places, Changing Faces	
11/16/2010 – Excellence In Action-Mission Success!	
1/18/2010 – Being Healthy From Now On!	
2/15/2010 – Social Media & the Law	
3/7 – 9/2011 – IAAP Spring Conference – Bounce Back, Bounce Higher, Tampa, FL	
4/25/2011 – 2011 APW Seminar – Fearless Leadership: Fuel you Drive and Thrive!	
6/21/2011 – Installation of Officers	
6/17-19/2011 – Annual Meeting, Fredericksburg, VA	
EMPLOYMENT	
9/8/2003 - Bon Secours Memorial College of Nursing	
SPECIAL ACCOMPLISHMENTS	
2010, May - Certified Professional Secretary (CPS)	
2010, November – Certified Administrative Professional (CAP)	

QUALIFICATIONS OF OFFICER

OFFICE	
CORRESPONDING SECRETARY	
NAME	MEMBERSHIP DATE
Gale B. Barney	2/1/2007
ODC COMMITTEE CHAIRMANSHIPS	
ODC COMMITTEES	
2010-2011 APW Committee	
2009-2010 Ways and Means	
OTHER IAAP ACTIVITIES	
8/17/2010 – Successful Event Planning	
9/21/2010 – Annual Seminar - The Art of Public Speaking	
9/21/2010 – Annual Seminar – Managing Through Change	
9/21/2010 – Annual Seminar – Changing Places, Changing Faces	
10/12/2010 – Executive Appreciation Breakfast - Ingredients of an Outstanding Boss	
11/16/2010 – Excellence In Action - Mission Success!	
12/14/2010 – Holiday Social Dinner Dance	
2/15/2011 – Social Media & The Law	
3/15/2011 – Making Membership Work For You!	
EMPLOYMENT	
11/30/1989 - County of Henrico, Virginia	
SPECIAL ACCOMPLISHMENTS	
1988 – Small Business Management - Certification	

QUALIFICATIONS OF OFFICER

OFFICE	
TREASURER	
NAME	MEMBERSHIP DATE
June Pegram, CAP	7/1/2008
ODC OFFICES	
ODC COMMITTEE CHAIRMANSHIPS	
2010-2011 Budget –Co-chair	
ODC COMMITTEES	
2009-2011 APW Committee	
2010-2011 Nominating Committee	
OTHER IAAP ACTIVITIES	
3/15/2011 – Making Membership Work For You!	
2/15/2011 – Social Media & the Law	
1/18/2011 – Being Health From Now On!	
12/14/2010 – Holiday Social Dinner Dance	
11/16/2010 – Excellence in Action-Mission Success!	
10/9/2010 – Ride the Wave to Excellence	
9/21/2010 – Managing Through Change	
9/21/2010 – Changing Places, Changing Faces	
9/21/2010 – The Art of Public Speaking	
8/17/2010 – Successful Event Planning	
7/31/2010 – Sailing With the Stars	
4/22/2010 – the Look of Success: Charting Career Advancement from the Inside Out	
EMPLOYMENT	
7/5/1989 County of Hanover, Virginia –Real Estate Assessor’s Office	
SPECIAL ACCOMPLISHMENTS	
1990 - VCU – Class on Real Estate Law	
2008 - Certified Administrative Professional (CAP)	

Community Service News

A Thousand Words Will Not Leave So Deep An Impression As One Deed

Henrik Ibsen, A 4th Course of Chicken Soup for the Soul

Greetings ODC Members! The Community Service Committee extends heartfelt thanks for your continued support of donations for **Safe Harbor** and the **Capital Diaper Bank**.

IN THE NEWS

Saturday, April 9, 2011 (10:30 AM – 12:30 PM) – The ODC Community Service Committee will be visiting the **Virginia Home**. We will be addressing **Easter** cards for the residents. All chapter members, their families and/or friends are welcome. Please contact **Roz Goode** for directions to the home. She can be reached at **501-4206**.

Donations for Safe Harbor are ongoing. Items that are currently in great need are: **cleaning products (with bleach), cleaning wipes, paper towels, kitchen trash bags, toilet paper, dishwasher detergent, laundry detergent (powdered), batteries (all sizes), light bulbs (all sizes)**. The above listed items will be our focus for the month of May. You may bring your donations to the APW Conference on April 25th and one of the Community Service Committee members will be available to take your donation.

Thanks to Ms. Angela Verdery for visiting our chapter meeting and presenting more information about Safe Harbor.

Another charity that we are assisting is the **Capital Diaper Bank**. This, too, is an ongoing endeavor, and we would like full participation from our chapter members. Diaper sizes that are needed are **5, 6, 7, & 8**. They are also in need of **PULL-UPS**.

It was a pleasure to meet **Ms. Butner** (Capital Diaper Bank); her presentation gave us a better understanding about what this charity does. Please remember that both organizations will gladly accept monetary donations.

Sadly, the Car Wash scheduled for May has been cancelled and presently there are no plans for any activity for this month.

That's all folks, until next time.

Roslyn Goode, Chair

Community Service Committee

Why the Meeting Location Change?



Members, we want to give you an explanation of why we've changed meeting locations before our chapter year comes to an end.

On February 16, the morning after our regular monthly chapter meeting, our President, Sally Ferrell, received a phone call from management at the Wyndham-Virginia Crossings informing her that they were going to raise the cost of the meals to \$24.95 per person. Granted, we didn't pay for the meeting space, however, the Old Dominion Chapter did have to guarantee a minimum number of meals each month. Ms. Ferrell did not feel it was fair to impose this higher cost to those wishing to enjoy the dinner during the meeting, so the decision was made to search for another affordable meeting location.

Ms. Cynthia Robinson, CAP, President Elect, contacted our previous meeting space provider, Henrico County Training Center, and they informed Ms. Robinson that a new rule was in effect that no one could sell items on the premises. This ruling would eliminate our chapter from holding fundraisers at chapter meetings going forward. Ms. Robinson contacted Ms. Audrey Roberts, CAP, Corresponding Secretary, to seek assistance in locating and negotiating with another facility. Ms. Roberts contacted the Hampton Inn-Virginia Center and the Hampton Inn provided an attractive offer for the remainder of the year. Therefore the 2011 March, May and June monthly chapter meetings are scheduled to be held at the Hampton Inn-Virginia Center, 1101 Technology Park Dr, Glen Allen, Virginia, USA 23059. Our meals will be provided through V-Meals.

Audrey Roberts, CAP

Corresponding Secretary

Why wait?

Do something for yourself and your career today.



The Career Advantage

If you're looking for ways to help you get ahead in the workplace, stop here. We at IAAP offer two professional ratings for office professionals. The Certified Professional Secretary and Certified Administrative Professional ratings are the industry recognized standards of proficiency.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according to the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Why wait? Do something for yourself and your career today. Get certified!

OfficeTeam Announces 2011 Administrative Excellence Award Call for Nominations: Entry Deadline April 30, 2011

OfficeTeam and the International Association of Administrative Professionals (IAAP) are accepting nominations for the seventh annual *Administrative Excellence Award*. The award is given to an administrative professional who demonstrates a commitment to leadership and education, and provides meaningful contributions to his or her employer. Nomination information and an online submission form are available at www.officeteamaward.com. The deadline for entries is April 30, 2011.

The *Administrative Excellence Award* winner will be announced during the IAAP [International Education Forum and Annual Meeting](#) in Montreal in July 2011. The winner will receive registration and travel to attend the event, a \$500 gift card, laptop, one-year national membership to IAAP, and other prizes. Supporters of the award include CareerBuilder.com, Dress for Success, MeasureUp, OfficeArrow.com and SkillSoft. To learn more about the 2011 *Administrative Excellence Award*, read about last year's winner or submit a nomination, visit www.officeteamaward.com.



About OfficeTeam

OfficeTeam is the nation's leading staffing service specializing in the temporary placement of highly skilled office and administrative support professionals. The company has more than 320 locations worldwide and offers online job search services at www.officeteam.com.

About the International Association of Administrative Professionals

The International Association of Administrative Professionals (IAAP) is the world's largest association for administrative support staff, with more than 550 chapters and approximately 24,000 members and affiliates worldwide. For more information, visit www.iaap-hq.org and/or OFFICETEAM, Abby Goodman, 650.234.6289, abby.goodman@officeteam.com.

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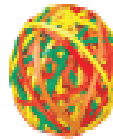
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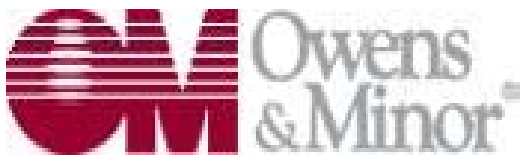
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Being Effective

by Cynthia Robinson, CAP



Have you experienced change in your job responsibilities? Did you resist the added responsibilities or did you embrace it?

We are no longer considered the “support staff” who works better behind the scenes; we have become an invaluable resource.

This year I have intentionally increased my role in presenting thoughts, opinions, and work products to a growing number of individuals at a variety of management levels. Most recently, I prepared and presented a program overview of the division’s electronic document management system and procedures to other departments’ divisions heads and I received accolades.

Creating and presenting presentations, scheduling meetings, taking minutes, managing hearings and meeting preparations, etc. is the norm including supporting multiple bosses.

In 2007, I attended and completed the CPS/CAP *Review* class at Virginia Tech Richmond Center. In addition, I joined a study group and also obtained a personal instructor, June Pegram, CAP who enabled me to be *very successful* in obtaining the Certified Administrative Professional (CAP) rating in 2008. Developing effective study skills, improving reading comprehension, discovering your personal study style, and learning to manage time effectively are all key components to successfully obtaining the CPS and/or CAP designation.

Serving as a member of the Old Dominion Chapter, IAAP Board of Directors has been *one* of the most important, influential, and satisfying experiences of my career to date. The knowledge gained is priceless! Being a Board member has improved my problem solving skills and enhanced my leadership abilities, which are needed in the workplace community today.

The experience of being a chairperson has improved my listening skills. Being part of an *effective* team establishes a bond of commitment, accountability, trust, and respect. Incorporating team discussions and debate to challenge critical thinking skills is essential in motivating and leading professionals in reaching a common goal.

A well-trained workforce is essential for success in today’s business world. As office professionals, we are still transitioning! Being persistent, resilient and committed is important!

IAAP mission is “*Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development!*” As a member of the Old Dominion Chapter, IAAP, I have been given that opportunity to increase my knowledge and advance my skills. I am inspired to continue my lifelong commitment to professional development!

IAAP ACRONYMS

APD	Administrative Professionals Day
APW	Administrative Professionals Week
BOD	Board of Directors
CAP	Certified Administrative Professional
CPS	Certified Professional Secretary
EFAM	Educational Forum and Annual Meeting
IAAP	International Association of Administrative Professionals
LAN	Leaders Actively Networking
ODC	Old Dominion Chapter
NSA	National Secretaries Association
PDS	Professional Development Seminar
PEC	Professional Education Seminar
PMOY	Professional Member of the Year
PSI	Professional Secretaries International
VDAM	Virginia Division Annual Meeting

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