

THE DOMINION DISPATCH

Virginia

Celebrating 60 Years



Merry
Christmas

OUR MISSION

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

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

THE PROGRAM COMMITTEE PRESENTS
CHRISTMAS CALLED! IT WANTS ITS SPIRIT BACK!"

Chuck Hansen

Motivational Speaker, Award-Winning Writer, Humorist

Tuesday, December 6, 2011

5:30 p.m.—7:45 p.m.

County of Henrico Training Center
7701 E. Parham Road, Henrico, VA

"Christmas called! It wants its spirit back!" "Yes, IAAP-Old Dominion Chapter, there *is* a Santa Claus!"

Chuck Hansen, motivational speaker, award-winning writer, humorist, and associate member of the IAAP Old Dominion Chapter, taps his own wide variety of hilarious business and life experiences and misadventures, as well as the wisdom of Henry David Thoreau *and* Grandma, to take a hard look at balance, perspective and holiday insanity.

Invite your spouse, significant other, or best friend to join you in an evening of humor, music, games, and the fun gift exchange that we have all enjoyed over the years, and some other surprises. This will be the perfect time to de-stress and treat yourself during this busy holiday season. We know you'll enjoy the fun, and wonderful fellowship.

The event is free! The cost of the meal is \$10 per person catered by Jason's Deli. Please see the registration form on page 4. **RSVP by Monday, December 5, 2011.**

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cynthia.robinson.cap@gmail.com



President Message



Board of Directors

Cynthia Robinson, CAP-OM

President

(w) 804.501.4394

(c) 804.921.2293

rob12@co.henrico.va.us

VACANT

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mclark@richmond.k12.va.us

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(w) 804.673.7486

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(w) 804.627.5325

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Peggy_Gentry@bshsi.org

Gale Barney

Corresponding Secretary

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bar27@co.henrico.va.us

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jrpegram@co.hanover.va.us

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Parliamentary Advisor

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michelle.jackson@vhda.com



Seasons Greetings!

What a wonderful time of the year! We certainly have many reasons to rejoice. In the hustle and bustle of the season, please remember to take time for yourself; to relax, treasure the company of family and friends, and truly enjoy the holiday season! For the ones going through trying times, let's hope the New Year will bring a fresh re-start and a new perspective.

The Old Dominion Chapter celebrated its 60th Anniversary on November 1, 2011. What an awesome achievement! This memorable celebration was filled with leadership development tips and techniques, networking, food, and fun! The topic was "The Road To Excellence: Can I Lead?" The featured speakers were: Delegate Joe Morrissey (House of Delegates), Dr. Ronald Carey (Richmond Public Schools), Lindo Gharib (Robert Half International, Inc.), Richard Hayes (Fareva Richmond (formerly Pfizer Consumer Healthcare)), Denise Kasper (Capital One), and Jillian Wagner, (Robert Half International, Inc.). Former presidents, Patsy Coppins, CAP-OM and Michelle Jackson were the event Mistress of Ceremonies. The Virginia-West Virginia Division President, Shirley Fuller, CAP-OM gave congratulatory remarks, Thelma Smith, CAP, a long-time member (also former president), gave remarks. Thanks to our Program Committee for their commitment to preparing such an awesome event!

It goes without saying that the teamwork and participation of our chapter members are the driving forces behind our successful events.

We are your source to learn information about current and future office trends, learn ways to increase your office proficiency, learn ways to develop your leadership skills, and we are your prime networking resource with other office professionals.

Today's administrative professionals need to possess a mastery of office skills, demonstrate the ability to assume responsibility without direct supervision, exercise initiative and judgment and make decisions within and beyond the scope of assigned authority. The Old Dominion Chapter provides its members with professional business meeting experiences, educational programs and events, professional growth opportunities, networking, relationship building, leadership skill development and mentoring.

Are you interested in becoming a Member of Excellence (MOE)? Please review the Member of Excellence program on page 18 to see what you have accomplished and what you still need to do to earn this award. To obtain your MOE passport, contact Barbara Williams, CAP-OM, Membership Chair, and Passport Agent. "Excellence is not a destination; it is a continuous journey that never ends!"

Our annual Christmas Holiday event will convene on Tuesday, December 6, 2011. The speaker will be Chuck Hansen, Motivational Speaker, Award-Winning Writer, Humorist. The topic will be, "Christmas Called! It Wants Its Spirit Back! Invite your spouse, significant other, or best friend to join us in an evening of humor, holiday fun, food, surprises, games, music and the famous holiday gift exchange. Anyone interested in participating in the gift exchange should bring a wrapped gift (\$15). The gift exchange is optional. To register, see page 4.

The Ways & Means Committee **Sweet & Salty Trail Mix Fundraiser** is underway. To place your order, contact Alma Gordon, Ways & Means Committee Chair via Alma.Gordon@richmondgov.com. For additional information, see page 11.

The Community Service Committee will continue to collect wish list items for **Safe Harbor** at the December chapter meeting on Tuesday, December 6. Don't forget to bring your donations and remember for each charity you donate to you will receive a ticket for a prize at the June 2012 monthly meeting. For additional information, see page 12 and/or contact Gail Arthur, CAP-OM, Chair via garthurcps@aol.com.

I look forward to seeing everyone at all of our upcoming events! Have a Merry Christmas and Happy New Year!

Take care,
Cynthia Robinson, CAP-OM
President

CHRISTMAS CALLED! IT WANTS ITS SPIRIT BACK!"



Chuck Hansen

Motivational Speaker, Award-Winning Writer, Humorist

Tuesday, December 6, 2011

5:30 p.m.—7:45 p.m.

County of Henrico Training Center, 7701 E. Parham Road, Henrico, VA

BIOGRAPHY

Chuck Hansen, award-winning speaker, and humor writer provides strategies for sanity in a world gone nuts through hilarious, high-energy, clean presentations born of a lifetime of adventure.

Chuck's early 'career' included Caribbean saloon bouncer, blackjack dealer, private detective, comedian, donut maker and crew on a 53-foot sloop crossing the Atlantic. Chuck then found himself, earned a master's degree, worked as a press secretary on Capitol Hill, and speechwriter for a governor and three Fortune 500 companies.

Chuck is author of "*Build Your Castles in the Air: Thoreau's Inspiring Advice for Success in the 21st Century*" and a humor essay collection called "*Nose-Sucker Thingees, Weeds Whacking Back & Cats in the Bathtub: Does Life Get Any Better?*"

For more information on Chuck, go to www.chuckhansen.com or follow Chuck on Twitter (www.twitter.com/funnychuck) or Facebook (www.facebook.com/chuckspeaker).

MOTIVATING YOUR COLLEAGUES

We have all experienced a workplace that is uninspired - where employees are merely working to get the job done so that they can go home and get on with their lives. While no one really wants to work in that type of un-enriching environment, it is sometimes hard to see what a difference one individual can make.

As leaders we can transform our work environment by acting in the following ways to motivate our colleagues:

- **Show appreciation.** It is human nature to want to contribute and to be appreciated and recognized for the work that you do. Even a simple thank you to a colleague can go a long way.
- **Empower others.** Trust is a two way street - you must be able to place trust in others before you can ask for theirs in return. Delegating some decision-making authority on an appropriate project can make a colleague feel like a valued member of a team.
- **Maintain a positive demeanor at all times.** You do not have to be Little Miss Sunshine on a daily basis. However, you cannot engage in the daily water-cooler gripe fest and assume that all of your colleagues will not follow suit. Negative energy breeds negative energy.
- **Always exceed professional standards.** Maintaining a high performance on a consistent basis provides an excellent role-model for others to emulate.
- **Inspire a call to action.** Talk about your workplace with your colleagues and ask for their input on how to improve it. You will be pleasantly surprised with the innovative ideas that a united team can generate. Once individuals feel as if they had a hand in creating the idea, they will work diligently to see it through. Don't spend another day waiting for someone else to motivate your colleagues. By taking these small steps you can drastically improve your work environment.



OLD DOMINION CHAPTER HOLIDAY EVENT



Tuesday, December 6, 2011

5:30 p.m. to 7:45 p.m.

County of Henrico Training Center

7701 E. Parham Road

Henrico, VA 23294

The Program Committee Presents Christmas called!, "It wants its spirit back!"

Chuck Hansen, Motivational Speaker, Award-Winning Writer, Humorist. "Christmas called! It wants its spirit back!" "Yes, IAAP-Old Dominion Chapter, there is a Santa Claus!" Chuck Hansen, motivational speaker, award-winning writer, humorist, and associate member of the IAAP Old Dominion Chapter taps his own wide variety of hilarious business and life experiences and misadventures, as well as the wisdom of Henry David Thoreau and Grandma, to take a hard look at balance, perspective and holiday insanity. Invite your spouse, significant other, or best friend to join you in an evening of humor, music, games, and the fun gift exchange that we have all enjoyed over the years, and some other surprises. This will be the perfect time to de-stress and treat yourself during this busy holiday season. We know you'll enjoy the fun, and wonderful fellowship.

REGISTRATION FORM

Please print:

Member's First Name: _____ Last Name: _____ CAP: __ CAP-OM: __

Company : _____

Business Phone: _____ Cell Phone: _____ E-mail Address: _____

IAAP Chapter: _____

Guest's First Name: _____ Last Name: _____

Guest's First Name: _____ Last Name: _____

Total Attending: _____ Total Amount Enclosed: _____

Registration Deadline—Monday, December 5, 2011

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

Please mail registration form and fee to:

GALE BARNEY, CORRESPONDING SECRETARY

c/o County of Henrico, Virginia Public Works

4301 E. Parham Road, Administration Annex Bldg. 3rd Floor

Henrico, VA 23228

804.501.4398 - 804.501.7470 (fax)

bar27@co.henrico.va.us



No refunds after December 2, 2011

The festivities will include lots of holiday fun, friendship, food, surprises, games, music and the famous holiday gift exchange. Anyone interested in participating in the gift exchange should bring a wrapped gift (\$15). The gift exchange is optional.

The menu includes a choice of Assorted Club Sandwich, Assorted Cookies, and beverage catered by Jason's Deli. ~ The meal is only \$10. **REGISTER TODAY!** If you plan to attend, please complete the form and scan or fax. In addition, if you plan to pay at the door and would like to be included in the meal option, don't forget to RSVP; please complete the registration form. To view the registration form, click on <http://www.iaap-olddominion.org/forms.htm>. Visitors are welcomed!

****It is chapter policy that if a member or guest registers and cancels, they will be billed for their meal to suit this special**



Seasons Greetings

Old Dominion Chapter, IAAP *Celebrating 60 Years* Upcoming Events At A Glance

<http://www.iaap-olddominion.org>

Registration begins at 5:30 p.m. for all monthly meetings

December 6, 2011

Annual Holiday Event—6 p.m.—7:45 p.m.

Speaker: Chuck Hansen
Topic: **Christmas Called!, "It Wants Its Spirit Back!"**
Location: **County of Henrico Training Center (revised)**
7701 E. Parham Road
Henrico, VA 23294

January 17, 2012

Monthly Meeting—6 p.m.—7:45 p.m.

Speaker: Dr. Maria Poindexter, H. R. Manager, JSR
Effective Leading: Time Management
Location: **County of Henrico Training Center (revised)**
7701 E. Parham Road
Henrico, VA 23294

1 Recertification Point

February 21, 2012

Monthly Meeting—6 p.m.—7:45 p.m.

Speaker: TBA
Topic: TBA
Location: **County of Henrico Training Center (revised)**
7701 E. Parham Road
Henrico, VA 23294

1 Recertification Point

March 20, 2012

Membership Drive—6 p.m.—7:45 p.m.

Topic: Organizational Planning :How to Think Strategically About How to Get Work Done!
Speaker: Genevieve Roberts, MBA, PHR, Partner, Titan Group, LLC
Location: **Altria**
6601 West Broad Street
Richmond, VA 23230

1 Recertification Point

April 26, 2012

2012 APW—8 a.m.-4 p.m.

Speaker: J. Kyle Howard
Topic: **Using Your Voice To Influence Your Boss!**
Location: **Westwood Club**
6200 West Club Lane
Richmond, VA 23226

5 Recertification Points Pending

May 15, 2012

Monthly Meeting—6 p.m.—7:45 p.m.

Speaker: TBA
Topic: TBA
Location: **County of Henrico Training Center (revised)**
7701 E. Parham Road
Henrico, VA 23294

Recertification Point Pending

June 19, 2012

Monthly Meeting—6 p.m.—7:45 p.m.

Installation of 2012-2013 Officers
Speaker: TBA
Topic: TBA
Location: **County of Henrico Training Center (revised)**
7701 E. Parham Road
Henrico, VA 23294

Recertification Point Pending

June 28-30, 2012

Annual Meeting-VA/WV Division

Location: Lynchburg, VA
Contact: Ava Oxley, CAP – aoxley@mail-america.com
Yvonne Younger, CAP-OM
yvonne.younger@centrahealth.com

Recertification Points Pending

The Certification Committee Presents...
EFFECTIVE LEADING: TIME MANAGEMENT
DR. MARIA POINDEXTER
MANAGER OF TRAINING AND DEVELOPMENT
J. SARGEANT REYNOLDS COMMUNITY COLLEGE
OVERVIEW

1 Recertification Point

Time management: Is a buzz word we often hear in the workplace. Poorly management time increases stress levels and has a negative impact on the work that we do. When you come to work each day, you usually know what you will be doing. Often, however, what you thought would happen, doesn't happen. Your day is broken up by interruptions, problems, and other issues that you didn't anticipate. This often leads to feeling out of control. While interruptions and problems can't be avoided, having an organized work plan can help you get more accomplished and feel more in control. This session will cover time management strategies that will assist participants in controlling their time during the work day.

Topics to be covered are:

- Setting Goals
- Prioritizing a To-Do-List
- Scheduling to Increase Productivity

BIOGRAPHY

Maria Poindexter received her doctorate in Instructional Systems from the Pennsylvania State University with an emphasis in Workforce Education and Organizational Development. Her professional interests center on assessing, designing, developing, implementing and evaluating key human resource development initiatives. She has conducted quantitative and qualitative research and presented research findings at national conferences and published articles in national educational research journals.

Dr. Poindexter received a B.S. degree in Marketing and International Business from Temple University and an M. Ed. in Instructional Systems from Penn State. She has taught at the graduate level at Penn State, and both undergraduate and graduate courses at the University of Richmond, as well as a student development class at J. Sargeant Reynolds Community College. Prior to her graduate school career she was a trainer and instructional designer for a large telecommunications company.



Currently, Dr. Poindexter is Manager of Training and Development at J. Sargeant Reynolds Community College. In this position she manages the dynamic and innovative Human Resource function of college-wide training and development. Dr. Poindexter is a member of the Society for Human Resource Management, the American Society for Training and Development, the Association of Educational Communication and Technology, and the American Educational Research Association.

The Membership Committee Presents...
**ORGANIZATIONAL PLANNING :HOW TO THINK
STRATEGICALLY ABOUT HOW TO GET WORK DONE!
GENEVIEVE ROBERTS, MBA, PHR, PARTNER
TITAN GROUP, LLC
OVERVIEW**

1 Recertification Point

Organizational Planning – Understand how to:

- Thin strategically about how to get work done
- How to help your organization achieve goals and move forward
- Plan for your work and work your plan
- How to get out of the weeds and into the garden
- Leveraging your strengths to help you succeed

BIOGRAPHY



Genevieve has over 20 years of diversified experience in Human Resources. She has performed as a business partner with varied industries including technology, manufacturing, retail, financial services, non-profit and professional services.

She has specialized experience in Executive Coaching, Performance Management, Selection and Recruiting, Competency Development, Change Management, and Assessments.

Genevieve graduated cum laude with a B.A. in Psychobiology and a concentration in French from Wellesley College. She completed her M.B.A. from Georgetown University earning academic distinction into the Beta Gamma Sigma honor society. She has also completed the Executive Human Resource Leadership course at the University of Michigan and the Change Management program at the

University of Virginia. Genevieve is active in the Society for Human Resources Management where she earned her Professional Human Resources (PHR) certification. She served as the Chair of the foundation board of the National Association of Women Business Owners (NAWBO), and also serves as the Chair of the Board of the Shady Grove YMCA. She is the recipient of the 2009 NAWBO Richmond Entrepreneur of the Year Award and was named a 2009 Top 100 MBE Award Winner. She also is a regular columnist for Business.com. She is married with two wonderful kids and loves to play golf and travel.



OLD DOMINION CHAPTER, IAAP



The Administrative Professionals Seminar

April 26, 2012

8 a.m.—4 p.m.

5 Recertification Points Pending

Using Your Voice To Influence Your Boss!

J. Kyle Howard
Keynote Speaker

Reasons to Attend

- Gain essential skills to increase your productivity and bottom-line results
- Gain practical tools to manage your career with renewed commitment and professionalism
- Learn techniques to improve the quality of your office environment
- Ensure your role as a valuable asset to your boss and to the organization

Westwood Club
6200 West Club Lane
Richmond, VA 23226

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

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

USING YOUR VOICE TO INFLUENCE YOUR BOSS!



J. Kyle Howard

OVERVIEW

Introduction

1. Who I am
2. How I can help
3. What we will accomplish

Notice It

1. Who are you
2. Discover that small voice within
3. Tips on how to understand that voice

Grow It

1. How to develop that voice
2. Finding your fire
3. Giving life to your voice

Value It

1. Evaluating Old Patterns
2. Out with the old – In with the new
3. Appreciating your new sound

Apply It

1. Time to stretch your vocal chords
2. Face the fear of confrontation
3. Succeed by failing

Donate It

1. Follow your compass
2. Serve to be served – How to influence
3. Giving your voice away

BIOGRAPHY



J. Kyle Howard is the world's foremost authority on discovering your life's purpose and the founder of Peak Performance Metagystics™ (2pm LLC) and The Purpose Academy, a consultant services company focused on helping clients achieve peak mental and physical performance by utilizing the power of purpose with imagery and thought. As an inspiring thought-leader and in-demand speaker, trainer and coach, J. Kyle has helped hundreds of leaders, inmates, students, and organizations around the world more effectively and efficiently execute their life's dreams, goals, missions, and aspirations.

J. Kyle Howard is the published author of "*The Tao of You* and *Unleash Your Inner Penguin*." As a premier authority on the psychology of success, J. Kyle Howard has been a featured expert in numerous publications to include Executive Excellence Magazine, Total Body Makeover, numerous national newspapers and magazines, as well as on allexperts.com.

Visit J. Kyle Howard at www.define-your-purpose-in-life.com and <http://jkylehowardinsightsjournal.com>

USING YOUR VOICE TO INFLUENCE YOUR BOSS!

J. KYLE HOWARD, KEYNOTE SPEAKER

WESTWOOD CLUB, 6200 WEST CLUB LANE, RICHMOND, VA 23226

5 RECERTIFICATION POINTS PENDING

REGISTRATION FORM

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: ____ C AP: _____

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: _____

(Make checks payable to Old Dominion Chapter, IAAP)

REGISTRATION FEE	PRICE	NO.	AMOUNT	TOTAL
IAAP Member	\$60			
Non-Member	\$65			

(Tax ID #: 54-6053135)

Please complete this form and fax to Gale Barney via 804.501.7470 or scan and send via bar27@co.henrico.va.us no later than Monday, April 23, 2012 (4 p.m.).

Don't Delay, Register Today!

Please send registration form to:

Gale Barney

County of Henrico

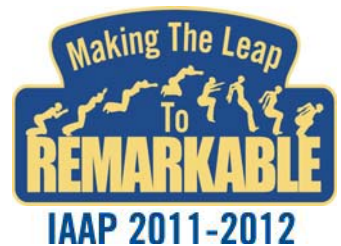
Department of Public Works

P. O. Box 90775

Henrico, VA 23273-0775

804.501.4398 (office)/804.501.7470 (fax)

bar27@co.henrico.va.us



No refunds after April 2, 2012

**It is chapter policy that if a member or guest registers and cancels, they will be billed for their meal to suit this special event. For additional inquiries, contact Cynthia Robinson CAP, via rob12@co.henrico.va.us or 804.921.2293.

Ways & Means Committee Fundraiser



Sweet & Salty Trail Mix 1lb. Bag

- Great tasty snack
- Energy boosting snack

Great source of essential nutrients:

Trail Mix combines peanuts, raisins, chocolate gems, almonds and cashews.

Old Dominion Chapter, IAAP Sweet & Salty Trail Mix Fundraiser December 1, 2011 thru December 30, 2011 1lb. Bag \$7.00

Please contact Alma Gordon or Gale Barney to place your order.

“Order must be paid for when you place your order”

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

Alma: (804) 646-1287 work
(804) 798-4887 home

Email: Alma.Gordon@richmondgov.com

Gale: (804) 501-4398 work

Email: bar27@co.henrico.va.us

Community Service Committee

The committee will be collecting wish list items for **Safe Harbor** at the December chapter meeting on Tuesday, **December 6**. Items currently in great need are listed below. Feel free to visit their website (www.safeharborshelter.com) for the complete wish list.

Cleaning products – with bleach
Cleaning wipes
Paper towels
Kitchen trash bags
Plastic wrap / aluminum foil
Toilet paper
Dishwasher detergent
Laundry detergent – powdered
African American hair products
Hair brushes
Feminine products
Tissues
Diapers – all sizes
Pull ups – all sizes
Baby wipes



Gift Cards

Kroger, Martins, Wal-Mart, K-Mart, Target, Gas Cards, Dollar Tree, Home Depot, Lowes, Staples, Office Max, CVS, Walgreens

GRTC Bus Tickets (can be purchased at Kroger Customer Service)

Clothing donations can not be accepted at this time.

If you have questions, please contact Gail Arthur, garthurcps@aol.com, (H) 804-561-2416 or (W) 804-743-1860 x231.

About IAAP

Benefits of Membership

If you are curious about membership in IAAP but haven't decided if IAAP is right for you, please check out our free informational webinar, "What's In It For Me? Why IAAP is Perfect for You." Please click on this link [What's In It For Me?](#) You will discover what's in it for you and how IAAP can help you become a career-minded administrative professional.

Get Connected

IAAP offers exceptional networking and professional development activities through its 600+ chapters and affiliate associations worldwide. You'll connect with your peers from virtually every type of business and service.

Keep Up With the Latest Trends

IAAP's award-winning *OfficePRO* magazine, published nine times a year, contains cutting-edge information on trends, new technology, and career development. *Bits & Bytes* newsletter offers information on current events in the association.

Obtain Professional Certification

IAAP's certification program is the most widely recognized for office professionals like you. Members receive special discounts on certification study materials and resources.

Enhance Your Skills

IAAP offers member discounts on more than 250 self-study materials. There are also many conferences you can attend throughout the year. Use these resources to further your personal and professional development and qualify for the CEU (Continuing Education Unit) and recertification points.

For more information regarding membership, contact the following:

Barbara A. Williams, CAP, Chair
804.591.6200 / Barbara.A.Williams@altria.com

Candice Lee, CPS/CAP, 2nd Vice President
804.673-7486 / Candice.Lee@mondialUSA.com

Tomica Gregory / TomicaGregory@aol.com

Open House Dates and Information

Altria, Inc.—Open House (information session) November 10, 2011

Henrico County—2012 Administrative Professional Conference May 11, 2012 from 8 a.m.—4:30 p.m. (Henrico employees only)

Mondial Assistance –Open House TBD

Welcome New Members!

Amy Goodrich
Tameka Jefferson
Wazirah Wallace
Chelsea Van Slyke



Best wishes to everyone
celebrating a birthday or an
anniversary!

December Birthdays

Sonya Broady	Dec 1
Shaun Linsey	Dec 11
Betty Blodgett, CAP-OM	Dec 12
Chrisantha James	Dec 14
Avis Jackson-Prince	Dec 18
Michelle Jackson	Dec 20
Alma Gordon	Dec 27

December Anniversaries

Jacqueline Howie, CAP-OM	17 years
Ruth McCarty, CAP	19 years
Iris Sears Thomas	4 years
Alesia Gibbs	21 years
Lynn Pringle	1 year
Nell Sylte, CAP-OM	7 years



Call to the Membership

The Membership Committee members asking all members to please let them know of the following:

- Condolences
- Sick and shut-in
- Special Recognition,
- Accomplishments, Awards and Promotions
- Birth

Please notify the Membership Committee members of any changes/updates to members' personal information for directory updates.



Already a Member?

Thank you for your continued membership, chapter involvement and support of the Old Dominion Chapter, IAAP.

The division board encourages you to become involved with every aspect of your chapter. If you are a division member-at-large, we also encourage you to visit chapters in your area and network with chapter members. Educational opportunities are available as well as professional and personal development growth. Leadership in the chapter can be attained through your board of director positions.

In today's changing corporate atmosphere, IAAP can help you get promoted, obtain pay raises and develop best practices that will make your employer take notice.

If there is something you don't see on the website, but feel it would be valuable to your peers as well as yourself, please send us an email and give your suggestion(s) to Barbara.A.Williams@altria.com. Your ideas and participation count!

Thank you for your support and your participation.

Have you Updated your Profile on the IAAP Website?

If you are already an IAAP member, feel free to get started by building your profile, please take time to visit www.iaap-hq.org and logon to the member's site and update your profile.

Health Tips!

From the Membership Committee Proactive Tips For Prevention in the Flu Season

- **CDC recommends that you take the time to get your flu vaccination.**
- Wash your hands often with soap and water. If soap and water is not available use alcohol based hand rub.
- Avoid touching your eyes, nose and mouth. These are the pathways in which germs can spread.
- Shortness of breath irregular heartbeat, nausea, jaw pain, dizziness, sweating or fatigue
- If you do have the flu the CDC recommends you stay at home for 24 hours.

IAAP Core Values

Integrity: We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication: We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

Encouragement: Offer inspiration for administrative professionals to fulfill their potential and advance their careers.

Leadership: Members serve as positive ambassadors and role models for both the profession and association; leadership development is a key purpose of IAAP.

Loyalty: Loyalty to the profession, to employers, and to IAAP is a characteristic of true professionals and is highly valued in business.

Professionalism: A commitment to excellence, both individually and collectively, is a hallmark of IAAP.

Relevance: To assure that IAAP continues to offer worthwhile programs and services—and meet members' evolving needs.

Pride: Pride in our chosen career field and membership in IAAP.

Connection: IAAP offers invaluable opportunities to develop long-term friendships, to share information and build camaraderie among professionals.

Individual Importance: Each member is an important individual contributor and asset to the organization.



New Membership Orientation

The new member orientation was a success. The event was held on October 20, 2011 at Altria, Inc. The two new Old Dominion Chapter members were present– Dana Davis, CAP-OM and Kristi Wilcox, CAP-OM. Barbra Williams, CAP-OM presented on the history of ODC and she did the new member orientation presentation. Betty Blodgett, CAP-OM presented on her IAAP, ODC experiences and receiving her certification. Susan Walker, CAP-OM presented on her experiences at the IAAP fall conference. Members checked their profiles to ensure their information was updated.

There were a total of seven attendees:

- Betty Blodgett, CAP-OM Old Dominion Chapter
- Dana Davis, CAP-OM Old Dominion Chapter (new member)
- Elizabeth Escalera Altria employee
- Natasha Robertson Altria employee
- Susan Walker, CAP- OM Tri-City Chapter
- Kristi Wilcox, CAP-OM Old Dominion Chapter
- Barbara Williams, CAP-OM Old Dominion Chapter

Overall everyone in attendance walked away with something they needed whether it was answers around certification, a personal satisfaction of accomplishment in sharing their story to feeling appreciated (the new members). Barbra (Chair of Membership Committee) believes the new members left with a renewed sense of why they joined IAAP,ODC. There was a good conversation among the guests and members.



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



Membership Committee Information (continued)

Gift of Membership

Have you ever wondered to yourself... "How can I uplift my co-worker or invest in my friend's goals to achievement?" Perhaps you just want to give to a fellow member or potential member a gift they will cherish on their journey. Well, you are in luck! **The Gift of Membership is an excellent present!** A gift of vast resources, skills and knowledge to benefit a person's professional or personal success!

Giving the Gift of Membership is easy! Simply mail/fax in the Gift of Membership form or call headquarters with information, including payment, and the name and contact information of the recipient. After the membership committee receives the information, they will send out an e-mail informing the recipient of his or her Gift of Membership.

Don't let another day go by. Give the perfect gift, the **Gift of Membership**. To view the form, click on the following link:

<http://www.iaap-old Dominion.org/>

For more information, contact Barbara Williams, CAP, Membership Chair via Barbara.A.Williams@altria.com.

Health Tips

Take a loved one to the doctor!

As busy professionals we may not be able to take time off of work to take a loved one to the doctor, but we can still share in the effort. Here are a few suggestions:

- Schedule doctor appointments for your loved one
- Manage our loved ones annual doctor appointment schedules; call them with reminders
- Manage prescribed prescriptions; schedule appointments when necessary for prescription renewal

What is a "Administrative Professional?"

IAAP defines administrative professionals as "individuals who are responsible for administrative tasks and coordination of information in support of an office related environment and who are dedicated to furthering their personal and professional growth in their chosen profession."

"Expectations"

"Employers expect their admins to be familiar with current technologies in office practices and procedures and aware of developments in office systems and technology." - IAAP

Face It...

- The world is changing
- Technology is changing
- Office environments are changing

Embrace It...

- Network
- Gain skills
- Keep up with technology
- Stay connected with other professionals
- Be marketable and valuable to employers

Networking

Because of the broad cross-section of administrative professionals, networking with our membership offers contacts in many diverse areas. With the variety of experience levels within our membership, you can also develop mentoring relationships to increase your effectiveness as an administrative professional.

Assisting Admins In The Area

Do you know admins that are looking for more out of their career? Admins that want to network like CEOs to learn and grow their skills or knowledge? Feel free to have them contact our membership chair, or invite them to our next gathering so they can learn more about this wonderful organization and how it can help them achieve their professional goals!



Member of Excellence

The Old Dominion Chapter membership received e-passports for member of excellence to track their progress during the September meeting. Over ten (10) passports were handed out during this meeting, The Old Dominion Chapter is well on its way to meeting criteria (8) - 7% of members to receive their member of excellence. The chapter is working toward achieving the Chapter of Excellence next year, Barbara Williams, CAP-OM is tracking the chapter's progress. Barbara Williams, CAP-OM, is the chapter's Passport Agent in helping members achieve their Member of Excellence. To view the member of excellence click this link [Member of Excellence](#).

A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)

Download the Member of Excellence Commitment form; sign and date the form
Actively participate in the IAAP web community forum discussions or write an article (**minimum 200 words**), and have it published in an IAAP publication (chapter, division, or international level.)

4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length)

and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP

or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.

5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. **This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) **IAAP** chapter, division or international sponsored meetings, programs or events (any combination.) **These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.**
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Chapter of Excellence

Barbara Williams, CAP-OM is the Chapters' Contact person for Chapter and Division of Excellence. She is responsible for keeping the chapter on track and sending out reminders to the Board of upcoming due dates and any criterias that have been met.

Chapter of Excellence criteria that have been met:

- Criteria 1 – Submitted annual meeting calendar
- Criteria 2 – Sent budget and Financial Review/ audit report
- Criteria 3 – Altria, Inc. Membership drive completed on 11/10/11 at Altria, Inc.
- Criteria 4 - Membership new member orientation was held on 10/20/11 at Altria, Inc.
- Criteria 5 – Submit business plan completed
- Criteria 7 - Send delegate to EFAM – completed (Cynthia Robinson, CAP-OM)

Following are criteria that need to be completed:

- Criteria 6 – Send delegate to DAM

Member of Excellence

Revised, to take effect for 2011-2012 IAAP Year



Beginning July 2011, the wording of criterion 6 has changed, waiving the mandatory requirement for new members who joined in the current fiscal year. The criterion is still mandatory for renewing members.

Revisions and clarifications to the 2010-2011 criteria are identified by bold/underlined text.

IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned.

Revised Criteria as of July 1, 2011

A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. **Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)**
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article (**minimum 200 words**), and have it published in an IAAP publication (chapter, division, or international level.) **Recommending another author's article does not qualify.**
4. Attend **at least one** professional educational workshop, seminar or conference (**at least 60 minutes in length**) **and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.**
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. **This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) **IAAP** chapter, division or international sponsored meetings, programs or events (any combination.) **These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.**
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Pathways
to
Excellence



Why wait?

Do something for yourself and your career today.



News from the Certification Committee

Time: Is There Ever Enough?

Submitted by Teresa Rosbaugh, CAP-OM

Do you find yourself making statements such as *I don't have time, I wish I had more time, or there's not enough time in a day?* Then join us on January 17, 2012, when the Certification Committee presents a program on time management. Dr. Maria Poindexter, manager of Training and Development at J. Sargeant Reynolds Community College, will share practical knowledge on how to set goals, prioritize a to-do list, and increase productivity by effective scheduling. Dr. Poindexter will share management strategies that will assist you in controlling time during the work day.

So where does the time go? Find out on January 17.

A Certification Tip

Submitted by Teresa Rosbaugh, CAP-OM

Time flies. The May 2012 exam is fast approaching. Use the practical knowledge you will gain attending the January 17, 2012, program on time management to develop a plan to prepare for the CAP exam.

The Change – It's Here!

IAAP will be notifying administrative professionals of changes within the next week or so. As noted in July 2010, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty. Complete details will be sent to everyone who is certified and who has a valid email address on file, and a courtesy copy will be sent to chapter and division presidents and certification chairs. (update provided by: Kathy Schoneboom, IAAP headquarters)

Looking for a Study Partner?

Several people have inquired about forming a study group for the May 2012 CAP exam. If you are inter-

Virginia Tech Online Courses Started November 7th

Virginia Tech is in the process of developing their online review course for the new CAP and hope to have something up and running early in 2012. Once VT rolls that program out, they will design the F2F program, with the hopes of rolling it out in the Spring of 2012. (update provided by Melissa Lubin, VT office)

Why wait?

GET CERTIFIED!



Do something for yourself and your career today.

News from the Certification Committee

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](#) found on the IAAP website.

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.

To order a replacement certificate or plaque if you are within the U.S. or Canada, please complete and submit the form found on the IAAP website 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 certification@iaap-hq.org.

Why wait?

GET CERTIFIED!



Do something for yourself and your career today.

ALTRIA'S INFORMATION SESSION (Open House)

There were over forty (40) administrative professionals that participated in this information session to learn about the World's Best Secret – IAAP Certification program. It was held on Thursday, November 10th from 11-12 pm. Barbara Williams, CAP-OM did a presentation on the new certification program. The event was well received. Altria's members asked questions regarding will Altria's pay for the certification and what resources are available to prepare for the exam. The comments I received was the event was very informative.



The Certification Committee is calling on the membership to inform them of any recipients who sat for the November 2011 exam. Additionally, please let the certification committee members know if you have recertified for the time-frame of July 1, 2011 - June 30, 2012.

Going Green Initiative

The Board of Directors approved the Going Green Initiative regarding the printing of the recertification point form.

Effective October 2011, paper copies of the recertification point form will no longer be available at the approved program/seminar. Barbara Williams, CAP-OM will e-mail attendees the recertification point forms.

CERTIFICATION: WHY YOUR STAFF SHOULD PURSUE ADMINISTRATIVE CERTIFICATIONS

BY ROBERT HOSKING

In a challenging economy, often it's a company's bench strength—the collective expertise of employees—that can make all the difference in its ability to overcome difficulties and succeed. By investing in professional development, firms can ensure their team members have the necessary skills to make meaningful contributions.

One way to support the growth of administrative staff is by encouraging them to earn certifications such as the Certified Administrative Professional or Certified Professional Secretary designations from the International Association of Administrative Professionals. These ratings are the industry-recognized standards of proficiency.

The winner and nearly all of the runners-up of this year's Office Team Administrative Excellence Award, which honors the outstanding efforts of administrative staff members, hold at least one of these accreditations. In doing so, they've shown their dedication to the administrative profession and desire to add value to their careers and companies. An accreditation often is viewed as a "stamp of approval" that someone is an expert in his or her role.

The CAP and CPS exams cover office technology, office systems and administration, and management, with CAP program also addressing advanced organizational management. The first three parts of the exam, which are identical for both certifications, primarily focus on testing a candidate's knowledge of the technical skills needed to succeed as an administrative professional. However, part four of the CAP exam is designed to evaluate critical thinking skills and the ability to properly apply sound managerial concepts.

As you support the pursuit of certifications at your organization, keep the following in mind:

Identify the best candidates. It's a good idea to encourage certain members of your team to pursue certification. Your most experienced and ambitious employees are the ideal choices. You want to select individuals who have the commitment to education and professional drive to follow through with a certification program. Showing that you care about a staff member's career potential—and you are willing to invest in his or her efforts advance professionally—can be a powerful motivational tool at a time when you may not be able to offer raises and bonuses.

To qualify for the CAP and CPS exams, applicants must possess some on-the-job experience as an administrative professional. If they do not hold a college degree, they are required to have four years of experience; associate degree, three years; and bachelor's degree, two years. Total experience must include at least twelve months of continuous service with one employer in the past five years, working at least twenty hours a week.

The American Council on Education recommends college academic credit for those who have passed the CAP or CPS exams. Employees who are currently working toward a degree may be motivated to pursue certifications for this benefit.

Provide adequate support. Be willing to offer the necessary time and flexibility so administrative staff can adequately prepare for and take the exams. For example, certain parts of the exams are given on Friday's and a staff member may need to miss work to take the test. IAAP suggests administrative staff study review materials from publishing companies and certain college textbooks to develop the necessary foundation. When possible, provide reimbursement for these types of materials, as well as exam and preparation fees. Also make sure you support ongoing recertification efforts. Recertification is required every five years.

Reward certification holders. Give those who have earned professional designations a chance to put their skills into action by providing more challenging assignments or new duties that correlate to the topics reviewed in the exam. Just be careful not to overburden employees. You also might offer a raise or promotion when budgets allow.

Promote knowledge sharing. Team members who have earned certifications can make excellent teachers. Look for opportunities for them to share their knowledge with other administrative staff through training sessions. Individuals with motivation and skills necessary to earn an accreditation also could be strong choices to serve as mentors, especially for junior members of the team who are just learning the ropes.

Encouraging your staff to earn administrative certifications can be a winning move for your company. You'll help ensure your employees keep their skills sharp, while at the same time show that you care about your team's professional growth, which can boost job satisfaction and retention.

Robert Hosking is executive director of Office Team, one the nation's leading staffing services specializing in the temporary placement of highly skilled administrative and office support professionals. Office Team has more than 300 locations worldwide and offers online job search services at www.officeteam.com.



Executive Appreciation Breakfast Highlights Submitted by Barbara Williams, CAP-OM

National Boss's Day was registered with the U.S. Chamber of Commerce in 1958 and has become an international celebration.

The Old Dominion Chapter, IAAP held its annual Boss's Day Appreciation Breakfast Tuesday, October 13, 2011 at the Courtyard-Marriott Richmond Northwest hotel. The event was held as an opportunity for administrative professionals to honor their boss for National Boss's Day. Several applications were submitted to the executive nominating committee. The applicants had to fulfill several criteria in order to be considered the Executive of the Year.

Following are the criteria:

- Encourages participation in IAAP activities
- Supports necessary office time needed for ODC activities
- Permits use of/ offered use of office space and office equipment
- Has appeared as a guest speaker at ODC meetings
- Has attended IAAP functions with you
- Authorized publications of IAAP articles/ or pictures in company newsletter or bulletin board
- Recognizes APW Week/ Day
- Sponsored Annual dues/ Registration fees

There was excitement in the air as everyone enjoyed the delicious breakfast, which included omelets, waffles, a variety of assortment of fruit and juices. The Executives were treated like royalty and their administrative assistants were proud to show them off.

All was entertained by the presentation presented by Barbara Williams, CAP-OM TUNE IN TO WIIFM (What's In It For Me) at IAAP, which talked about the benefits and advantages of IAAP. Kathy Ely, CAP-OM presented on Certification: How Does It Benefit the Employer?

The speaker for the event was Melanie Green, PhD of the Bon Secours Memorial College of Nursing who presented "Leadership: Grow Your Career For Success! Dr. Green was awesome and very persuasive in her presentation. The presentation included helpful tips on "If you want to succeed you have to start with the end in mind!" "Know your own mission statement!" "It starts with your attitude!" "What is it that you want to do? What do you want to accomplish? See yourself succeeding!" We were given documents to complete based on how others see you and stand by your quote! Listen to the advice and accept instruction, and in the end you will be wise. ~Proverb



Finally, the time arrived to announce the winner. All of the executives were winners; however, there was only one winner. The 2011 Executive of the Year (EOTY) was awarded to **Robert C. Tieman, P.E., Capital Project Coordinator (County of Henrico, Virginia)** in recognition of his exceptional support of the administrative profession and IAAP. He was presented with a beautiful glass globe.

Robert C. Tieman was born in Illinois and attended the local public schools. He graduated in 1993 from University of Illinois with a BS degree in Civil Engineering. Robert Tieman, P.E. is the Capital Projects Coordinator for the Department of Public Works at the County of Henrico, Virginia. He has been employed at the County for over 16 years. His responsibilities consist of managing all aspects of roadway, bridge, and drainage Capital Projects from inception through construction, including all budget, financial, environmental, permitting, design, hydraulic, floodplain, construction, traffic, maintenance, real property, and public and private utility issues. In addition, he set and meets budgets, project goals, cost estimates, and schedule. He manages contracts, and administers change orders, and resolve contract disputes. He responds and resolves County leadership and elected officials' inquiries and responds and resolves all nature of citizens inquiries.

Rob leads by example and is an outstanding executive! He creates a positive work experience daily.

He *is a great listener*. He schedules time when needed to regularly listen to my concerns and provide suggestions on problem solving, conflict management, and strategic planning.

He *is approachable and a great communicator*. He respects me and values my talent and keeps me informed by providing feedback. He knows me and trusts my judgment. He often acknowledges my accomplishments and let me know that I am appreciated! In addition, he provides timelines with milestones for my professional development, and has created opportunities for growth. – I remembered when I was preparing for the Certified Administrative Professional (CAP) certification, I often felt overwhelmed. As a mentor, Rob scheduled time out of his *busy* schedule to give me study tips and encouragement.

He *supports IAAP-ODC*. Rob has been a tremendous source of support to me and my involvement with the IAAP-Old Dominion Chapter. He consistently demonstrates his support for ODC by prioritizing to attend ODC events each year.

The room was decorated with simple elegance. The program committee did an awesome job on making sure every detail was attended to. All in attendance left with a feeling of accomplishment and inspired by the speaker's message. President, Cynthia Robinson, CAP-OM summarized the awesome event by recapping: If you want to succeed you have to start with the end in mind!" "Know your mission statement!" "It starts with your attitude!" "What is it that you want to do? What do you want to accomplish? See yourself succeeding!"

60th Anniversary Highlights Submitted by Michelle Jackson



Thank you and congratulations to the Old Dominion Chapter's Programs Committee for a successful 60th Anniversary Seminar! Your hard work and dedication is very much appreciated.



Many thanks to all of the phenomenal speakers who took time out of their busy schedules. Some of the feedback we received were:

Delegate Joe Morrissey, Topic: The Road to Excellence: Can I Lead?
"Very inspiring and energizing"

Richard Hayes, Topic: Do you Have What it Takes to be a Leader?
"Good information. I left the meeting with the answer 'yes'. I do have what it takes!"

Denise Kasper, Topic: Applying Leadership Lessons in the Workplace!
"Very pertinent information presented well with excellent examples and a good flow to her message. Good to receive information from a woman's view."

Dr. Ronald Carey, Topic: Leaders are Made Not Born!

"Encouraging in that 'defeat' is merely education. Experience is valuable — We are not limited in our ability to be successful."

Jillian Wagner, Topic: Going from Unsung Hero to Superhero!

"To the point; lots of good information; great IAAP partner."

Lindo Gharib, Topic: Using Social Media to Advance Your Career!

"Good advice—new info about Linked-In, Twitter, Tweeting and Professional services coming for Facebook."





Microsoft Word Shortcut Keys

Submitted by Cynthia Robinson, CAP

Tech Tips will be a monthly feature in the newsletter. If you have a Tech Tip you would like to share or have a tech question, please send an e-mail to rob12@co.henrico.va.us.

Below is a listing of shortcut keys that will work with almost all IBM compatible computers and software programs. It is highly recommended that all users keep this list for reference or try to memorize the shortcuts. Doing so will dramatically increase your productivity.

Shortcut Keys

Alt + F
Alt + E
F1
Ctrl + A
Ctrl + X
Shift + Del
Ctrl + C
Ctrl + Ins
Ctrl + V
Shift + Ins
Home
Ctrl + Home
End
Ctrl + End
Shift + Home
Shift + End
Ctrl + Left arrow
Ctrl + Right arrow
Shift +F7
Ctrl+Shift+E
Alt +W, W

Description

File menu options in current program
Edit options in current program
Universal Help in almost every Windows program
Select all text
Cut selected item
Cut selected item
Copy selected item
Copy selected item
Paste
Paste
Goes to beginning of current line
Goes to beginning of document
Goes to end of current line
Goes to end of document
Highlights from current position to beginning of line
Highlights from current position to end of line.
Moves one word to the left at a time
Moves one word to the right at a time
Thesaurus)
Track Changes On/Off
Open Documents

Turn Track Changes on and off quickly using Ctrl+Shift+E. When it's that simple, it's easy to do the right thing by leaving yourself the option of reverting back to original text, if you change your mind.

Pull up a list of all open documents by hitting Alt+W,W (pres Alt +W, then the W by itself). This makes switches between them a cinch.

