

THE DOMINION DISPATCH

Virginia

Celebrating 60 Years



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 CERTIFICATION COMMITTEE PRESENTS
EFFECTIVE LEADING: TIME MANAGEMENT

Dr. Maria Poindexter

H.R. Manager of Training & Development

Tuesday, January 17, 2012

6 p.m.—7:45 p.m.

Registration/Networking/Dinner begins at 5:30 p.m.

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

Come and join us! The Old Dominion Chapter, IAAP Certification Committee presents...our **January 2012** program, "Effective Leading: Time Management!" Dr. Maria Poindexter, H.R. Manager of Training and Development, J. Sargeant Reynolds Community College will be the keynote speaker. See page 3 for additional information.

REGISTER TODAY! The program is free! The cost of the meal is \$10 per person catered by Jason's Deli. Please complete the registration from on page 4 or click on <http://www.iaap-olddominion.org/forms.htm>. In addition, fax Gale Barney, Corresponding Secretary via 804.501.7470 or scan via bar27@co.henrico.va.us. ~ 1 Recertification Point

Bring your colleagues and anyone else you feel may be interested and let them see for themselves the value of IAAP!

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President Message



EFFECTIVE LEADING!

Board of Directors

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(w) 804.501.4394
(c) 804.921.2293
rob12@co.henrico.va.us

VACANT
President-Elect

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First Vice-President
(w) 804.780.7843
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Michelle Jackson
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(w) 804.343.5930
michelle.jackson@vhda.com



Happy New Year! I hope everyone had a chance to relax during the holiday season!

Well here we are starting another new year with Old Dominion Chapter! January is a time for fresh starts, new beginnings, organizing, self-improvement and resolutions! We can now focus on what 2012 has in store for the chapter, in our individual careers, and in our personal lives. Being admins, we naturally want to keep things in order; it's "what we do"! I hope you take a few minutes this month and think about what you can do to improve yourself professionally.

Most everyone chooses to improve something in their lives at the beginning of a new year and this start of a new year is no exception. You may choose to look for a better job, improve your skills, exercise more, eat healthier, or become involved in a community project. It does not matter what you choose to do, but know this, the KEY is to start! You must put action to your thoughts for it to make a difference. I challenge each of you to find something to focus on to make your life just a little bit better and brighter for yourself and others. It is impossible to improve on several issues at the same time, so just pick one and work on it until you are settled in the new, improved routine.

One option you could choose is to become more involved in your chapter. Attend monthly meetings, get on a committee, and make new friends. At the end of 2012 you will be able to look back and see the progress you have made.

IAAP is a *remarkable* organization! To benefit most from your membership, you need to be actively involved. You will take away so much more than knowledge; you will make lifelong friends and memories. The rewards will far outweigh the time you invest. Don't be content to be just a member; get involved and become a remarkable member!

I hope that all of our members will "Make the Leap to Remarkable" this year, by becoming a Member of Excellence! If you have any concerns about not being able to become a Member of Excellence, please contact Barbara Williams, CAP-OM, Membership Committee Chair via Barbara.a.williams@altria.com.

Registration is now open for the 2012 Administrative Professional Week Seminar (APW)! The seminar will convene on Thursday, April 26, 2012, located at the *fabulous* Westwood Club, 6200 West Club Lane, Richmond, Virginia from 8 a.m. to 4: p.m. The topic is "Using Your Voice To Influence Your Boss!" J. Kyle Howard will be the keynote speaker! Visit J. Kyle Howard at www.define-your-purpose-in-life.com and <http://jkylehowardinsightsjournal.com>. To register, click on <http://www.iaap-olddominion.org/forms.htm> - 5 Recertification Points Pending!

Our monthly meetings are a great way to network and get to know and meet our new members! New members bring in new ideas and energy, and when you combine that with the existing member's enthusiasm, you get a great team! So check your schedule to free up the Tuesday of each month to meet these new members and enjoy not only the networking, but the speakers as well.

Plan to attend our January 17th chapter meeting! The theme is "Effective Leading: Time Management". Dr. Maria Poindexter, Manager of Training and Development, J. Sargeant Reynolds Community College will be our speaker. - 1 Recertification Point!

We are "**Effective Leading**" and "**Making the Leap to Remarkable!**" I look forward to seeing each of you on Tuesday, January 17th!

Take care,
Cynthia Robinson, CAP-OM, President
Old Dominion Chapter, IAAP



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



TITAN GROUP
Your Strategic HR Partner

OVERVIEW

1 Recertification Point

Strategic thinking is a high-level decision-making skill that involves recognizing trends and challenging assumptions while maintaining a global view of situations and an affinity toward embracing change.

This skill gives employees the ability to make decisions and understand how their decisions move the organization forward.

We will talk about how to develop strategic thinking skills:

- By changing the way one thinks
- Asking the right questions
- Observing strategic thinkers
- Learning from the past
- Keeping up with current trends
- Becoming more involved in planning activities and by looking forward to the future

Through this interactive workshop, we will take a look at how becoming more aware of how outcome, the time remaining and the value and priority of the task are particularly important to achieving the results you want in a rapidly changing world.

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 Certification Committee Presents ...

DR. MARIA POINDEXTER,

H. R. MANAGER, JSR

EFFECTIVE LEADING:

TIME MANAGEMENT



Tuesday, January 17, 2012

6 p.m. to 7:45 p.m.— Registration begins at 5:30 p.m.

County of Henrico Training Center

7701 E. Parham Road

Henrico, VA 23294

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—Thursday, January 12, 2012

(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 January 6, 2012

The menu includes a Hot Wrap, 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 event.**

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

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 4, 2012

LAN Workshop—8:30 a.m.—2:30 p.m.—**Free to attend!**

Presented by the Virginia-West-Virginia Division

Hosted by Tidewater & Peninsula Chapters

Location: **Chesapeake Police Academy**

**1080 Sentry Drive
Chesapeake, VA 23323**

2 Recertification Points Pending

February 21, 2012

Monthly Meeting—6 p.m.—7:45 p.m.

Speaker: Dale Moore

Topic: 2010 Microsoft Office Tips and Tricks

Location: **County of Henrico Training Center (revised)**

**7701 E. Parham Road
Henrico, VA 23294**

1 Recertification Point Pending

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 29-30, 2012

Annual Meeting-Virginia-West Virginia Division

Topic: Making the Leap to Remarkable!

Location: **Holiday Inn Downtown**

**601 Main Street
Lynchburg, VA 24504**

Cost: \$175

Contact: Ava Oxley, CAP — aoxley@mail-america.com

Yvonne Younger, CAP-OM

yvonne.younger@centrahealth.com

Recertification Points Pending

CALLING ALL ODC MEMBERS! OFFICE OF PRESIDENT-ELECT VACANCY

The office of President-Elect for the Old Dominion Chapter is currently vacant and the Committee on Nominations (elected at the December 6, 2011 meeting) is working quickly to fill this vacancy.

Qualifications:

- A candidate for office shall have been a Professional or Professional-Merited Member of an IAAP chapter for at least one year prior to the time of nomination.
- A candidate for the office of President-Elect shall have served as an officer of this chapter for at least one full year any-time prior to the time of election.
- No member shall hold more than one chapter office at a time. No member shall hold a division office or serve on an international department or committee while serving as chapter President or chapter President-Elect, except to allow for normal overlap in difference of installation time.

Some of the responsibilities of the President-Elect office include:

- In the absence of the President, serve as presiding officer of meetings of the chapter or of the Board of Directors.
- In the event of a vacancy in the office of President, succeed to the office for the unexpired term as provided in Section 6.A. of the chapter bylaws
- Be chairman of the Newsletter Committee, ensuring that the committee prepares the newsletter by the established deadlines and is reviewed and approved by the board prior to distribution to the members.
- Perform such other duties as may be assigned by the Board of Directors.

Additionally, our chapter guidelines provide the following information:

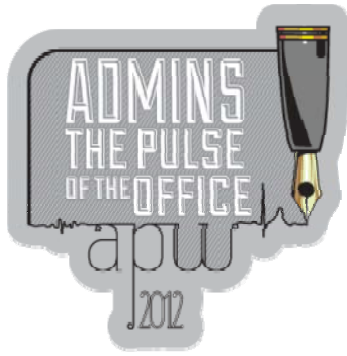
- Be familiar with the aims and work of International Association of Administrative Professionals.
- Be knowledgeable of parliamentary procedure.
- Serves as the alternate delegate at the International Convention and Division Annual Meeting, if possible.

The office of President-Elect is a key role in the chapter's leadership and provides continuity to the chapter as we approach 2012-2013. There are a variety of special duties which have been assigned to the President-Elect by the President and you will work closely with the President during your tenure as President-Elect. Please give thoughtful consideration about filling this vacancy and contact me if you are interested in serving in this capacity.

Thank you,



**Betty Blodgett, CAP-OM
Committee on Nominations Chair**



ADMINISTRATIVE PROFESSIONALS DAY 2012

The theme for the 2012 Administrative Professionals Day® is: **“Admins, the pulse of the office.”**

Administrative Professionals Day will mark its 60th anniversary on April 25, 2012. Over those decades, the job of an administrative professional has changed dramatically thanks to new tools, techniques and seismic shifts in the economy and culture itself. But admins have remained the steady center of efficiency through it all, helping ensure that jobs get done right, on time and under budget. Admins are one of the engines of business, particularly in a complex economy. In a world that demands the accurate and speedy movement of digital information, admins are masters of data. And they do this while maintaining their more traditional role as the gatekeepers for many customers, clients and employees. Quite simply, admins are the pulse of the office.

ABOUT ADMINISTRATIVE PROFESSIONALS WEEK

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today’s administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2012, Administrative Professionals Week is April 22-28, and Administrative Professionals Day is Wednesday, April 25.

WHO QUALIFIES AS AN ADMINISTRATIVE PROFESSIONAL?

Many people who contribute to the workplace in a variety of settings. 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.”

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.

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

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

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

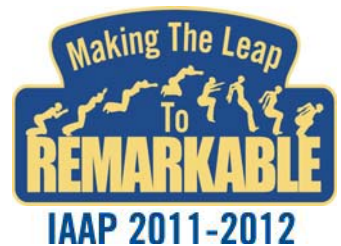
Department of Public Works

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.



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

Welcome New Member!

Priscilla Rose

The Old Dominion Chapter extend a hearty welcome to our new member. Welcome aboard!



2012 January Birthdays

Janice Chisholm	1/7
Nell Sylte, CAP-OM	1/10
Jennifer McAdam, CAP-OM	1/12
Fredia Ponder	1/16
Margaret (Peggy) Baskette, CAP	1/25



2012 January Anniversaries

Sandra Branch	19 yrs.
Roslyn Goode	11 yrs.
Valerie Pegues-Johnson, CAP	3 yrs.
Cynthia Robinson, CAP-OM	11 yrs.
Rukiya Wilkins	2 yr.



The Old Dominion Chapter extends prayer and well wishes to Mary Kay Campbell in her recent diagnosis and also to Lisa Gibbs for her sister Jackie Johnson.



**MEMBER SPOTLIGHT
BARBARA A. WILLIAMS, CAP-OM**



Congratulations to Barbara A. Williams, CAP-OM in receiving her Professional Administrative Certificate of Excellence from the American Society of Administrative Professional organization in November 2011. She was the third person to receive the PACE since the conception. The program was started in 2010.

When I first learned about the PACE program, I knew it was for me. It did not take long for me to convince my employer of its benefits and to pay for it. I also attend the 19th Annual Administrative Conference, which I received thirty-two credits towards the PACE certificate. As a young girl, my great grandmother instilled in me a strong work ethic and the importance of education. This still holds true for today. A passion to work towards a continuous higher learning of professional and personal development has always been a driving force in my life. A guiding principle in my life is the following quote "excellence is not a destination; it is a continuous journey that never ends." In 1996 an article was written in the Richmond Times-Dispatch highlighting administrative assistants during APW. I was highlighted as the "best secretary on the planet" quoted by Joyce Dodd, the Director of Mass Communications. The accomplishment of receiving my PACE certificate says to my employer I am working to fulfill the company's mission "investing in leaders." The PACE program is an inclusive program that allowed me to tailor my courses specific to my employer's mission, goals and values. It allowed me to become more effective and efficient in my daily tasks and build individual organizational capabilities.

WHAT IS THE PROFESSIONAL ADMINISTRATIVE CERTIFICATE OF EXCELLENCE (ASAP'S PACE PROGRAM)?

This certificate is the modern credential that you and your colleagues have been waiting for. It provides practical, timely education in **five key competencies** that executives and managers view as critical for today's administrative professionals. ASAP's PACE Program provides a way to document your knowledge, become proficient in new areas of expertise, and open doors to advancement and/or new career opportunities. This is a comprehensive Certificate Program. Credit is earned via learning activities that will include a blend of live training, online learning, and self-study courses.

WHAT IS THE DIFFERENCE BETWEEN A CERTIFICATE AND A CERTIFICATION?

It is important to note the difference. Certification results from an assessment process that measures an individual's knowledge, skills, and competency in a particular specialty. A **Certificate** results from an educational process, and indicates completion of a course or series of courses; it is typically not associated with the degree-granting program of a university. Certification programs

are test-based. No training or education is provided; the aspirant undertakes a test or series of tests in order to prove her knowledge. On the other hand, **certificate** programs, like ASAP's PACE Program, offer credits for approved training and education courses. The **certificate** is achieved once an enrollee attains a pre-determined number of credits. Currently, the only national-level credential for Administrative Professionals is a **certification** program offer by the International Association of Administrative Professionals.

MONTHLY MEETING, TUESDAY, FEBRUARY 21, 2012

**2010 MICROSOFT OFFICE TIPS AND TRICKS
DALE MOORE, MBA, DOCUMENTALIST/TRAINER
CITY OF RICHMOND PUBLIC SCHOOLS**

BIOGRAPHY

Dale was born a "team player" – She is a twin and the baby of a family of six children. (Mama and Dad got efficient after having two single births and started having babies two at time). After growing up in the very small college town of Ferrum, VA, Dale earned her Bachelor's Degree in Elementary Ed at Radford University and later receive her Master's Degree at Central Michigan University in Business Administration.

She taught 4th and 7th graders for 10 years and then went back to school to learn computer programming.

She was a computer programmer with the federal government at Fort Lee for 5 years. Then she taught programming and oversaw the programming, office technology, and medical technology departments in a proprietary school for 5 years.

Dale left the school and became a computer programmer contractor for one year as I decided what she wanted to do with the rest of her working career – programming or teaching?

Later she found the place that met all of her interests and needs - the satisfaction of working with people and seeing the "lights come on" when something made sense or was made easier to do, plus the personal gratification of constantly learning new things and every day presenting new challenges and opportunities. Dale have now been with Richmond Public Schools as a Documentalist/Trainer for 20 years.

She have been married to current husband (some of us have to do things twice to get it right) for 29 years. Between the two, they have 2 daughters and 1 son, 1 granddaughter and 4 grandsons. God is good!!



DO YOU HAVE WHAT IT TAKES TO BE A MENTOR?

Do you remember when you first joined Old Dominion Chapter? Did you wish someone was there to show you the ropes and be a big sister or brother? Are you interested in becoming a mentor to a new member? Check out IAAP, ODC mentoring program on the ODC website and sign up today! Please contact Barbara Williams, CAP-OM at barbara.a.williams@altria.com.

Benefits:

Mentoring can provide exceptional learning experiences, highlighting key ideas and information that will make organization activities and functions memorable and meaningful.

Mentoring fosters teamwork and participation of all members.

Mentor and Protégé Gain:

Mutual respect
Empowerment
Friendship
Career enrichment
Productivity

Old Dominion Chapter Gains:

1. Better informed members
2. High morale and enthusiasm
3. More involved members
4. Better recruitment and retention
5. Stronger chapter

Attributes of a Mentor:

Is a role model
Has organizational knowledge
Has matching interpersonal attributes
Possesses the ability to provide encouragement
Is willing to allot the dedicated time

The Mentor:

Listens
Tries to understand
Supports the protégé efforts
Respects the protégé individuality

The Mentor develops trust by:

Demonstrating an honest interest in the protégé
Fostering open and candid two-way communication
Supporting and encouraging the protégé

Submitted by Barbara A. Williams, CAP-OM

OVARIAN CANCER WHISPERS—SO LISTEN CAREFULLY...

Submitted by Patsy Coppins, CAP-OM



Watch for Pelvic or abdominal pain or discomfort;

vague but persistent gastrointestinal upsets such as gas, nausea, and indigestion
frequency and/or urgency of urination in the absence of an infection;
unexplained weight gain or weight loss
pelvic and/or abdominal swelling, bloating and/or feeling of fullness;
ongoing unusual fatigue;
unexplained changes in bowel habits.

If symptoms persist for more than 2 weeks, ask your doctor for a combination pelvic/rectal exam, CA-125 blood test, and trans-vaginal ultrasound. A Pap Test WILL NOT detect ovarian cancer.



MAKE THE COMMITMENT TO YOUR PROFESSION... TO YOUR CAREER...TO YOURSELF...!

IAAP is the world's leading association for office professionals. The benefits of joining professional associations are always being touted — and for good reason. Belonging is the best way to stay current on what's happening. You gain a competitive edge by being an active, informed member of your profession. You stay connected to your peers in a local and national forum. Joining a professional association offers opportunities for education, personal and professional development, as well as visibility, support, and access to industry leaders.

Whether you are an administrative/ executive assistant, secretary, word-processor, information specialist, office manager or business student, IAAP offers the opportunity to make a commitment to your career.

JOIN THE PROFESSIONALS

Purpose

IAAP's purpose is to provide information, education, and training and to set standards of excellence recognized by the business community on a global perspective

Objectives

IAAP's objectives are to elevate the standards of all administrative professions and to promote their working relationships with management through continuing education, authorized programs, and publications

INCREASE YOUR VALUE BY INVESTING IN YOUR FUTURE

Membership in IAAP provides outstanding benefits and services to meet your professional and personal needs. IAAP is a great resource that will help you advance in your career.

YOUR EMPLOYER GAINS

- a professional team member dedicated to their profession of choice
- a positive public relations representative taking pride in excellence
- administrative professionals who are up-to-date with the latest products and trends
- an employee who has the opportunity for continuous personal and professional growth and brings these skills back to the workplace



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

- Criteria 8 - 7% of members earn Member of Excellence award - we will not know who earns Member of Excellence until after 7/12

Why wait?

GET CERTIFIED!



Do something for yourself and your career today.

News from the Certification Committee

Submitted by Barbara Williams, CAP-OM, Chair

THE CHANGE - IT'S HERE!

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

Effective the week November 7, 2011, all active CPS ratings were changed to CAP, and all active CAP ratings were changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; IAAP will be making the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is considered active and will be changed. Your certification status has nothing to do with your status as an active member of IAAP.

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

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 at the following link: <http://www.iaap-hq.org/certification/recertification>.

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.

To order a replacement certificate or plaque 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.

Did you know you have the option of purchasing a certificate for the Organizational Management specialty? You can use the same form found on the IAAP website. 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.

LOOKING FOR A STUDY PARTNER OR GROUP?

Several members have inquired about study groups or review courses for the May 2012 CAP exam. There is an online study group that began in September 2011. The CAP-OM study group will be offered starting in January on Saturdays. A CAP study group will be offered on Wednesdays. Both are for the exams in May 2012. If anyone is interested, please contact Donna Rankin at randon1980@gmail.com.

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 during the time-frame of July 1, 2011 – June 30, 2012.

If anyone needs to purchase a new name badge with the new credentials, please contact June Pegram, CAP-OM, Treasurer at jrpegam@co.hanover.va.us. The new badges would need to be paid for in advance.

TIP: PROPER USE OF CAP REGISTERED TRADEMARK

Submitted by Barbara Williams, CAP-OM

IAAP does have a registered trademark for Certified Administrative Professional (CAP); it is to be used ® behind the CAP when writing about IAAP certification program. It is also to be used with the first reference only; it does not need to be used throughout the document. You would not use the trademark sign with CAP-OM. And you would not use the trademark sign with the CAP behind an individual's name.

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 form.



EARN AN ASSOCIATE DEGREE AND/OR OTHER BUSINESS CERTIFICATIONS

You can earn an Administrative Professional Associate in Science Degree, become certified in computer software by doing short-term training, or simply take individual courses. **Work Toward an Administrative Professional Associate in Science Degree**—The Administrative Professional program prepares you with the technical, administrative, and interpersonal skills for a career in an administrative support position in today's offices. For more information visit the [Madison College website](#).

ABOUT MADISON COLLEGE

Madison College is the largest of the Wisconsin Technical College System's 16 colleges. It provides "real world smart" education through a comprehensive curriculum of technical, liberal arts and science, adult basic education and life enrichment studies, as well as customized employee training. Madison College offers associate degrees, vocational diplomas and certificates in more than 140 programs of study. For more information about Madison College, visit their website at www.matcmadison.edu.



CPS/CAP TRANSFER CREDITS TO MADISON COLLEGE

Please note: Effective November 2011 the International Association of Administrative Professionals (IAAP) certification program will change. Active CPS ratings will change to CAP, and all active CAP ratings will be changed to CAP-OM.

The below information specific to credit provided by Madison College continues for CPS/CAP holders who received their certification(s) prior to November 2011. *For those individuals passing the exam after November 2011*, transfer credits will be determined sometime in 2012, once recommendations of the American Council of Education (ACE) have been released and based upon review and approval by Madison College.

If you completed the Certified Professional Secretary (CPS) (three-part) or Certified Administrative Professional (CAP) (four-part) IAAP-administered certification exam(s) *on or after November 1, 2004 and prior to November 2011*, you will receive the following credits toward the Madison Area Technical College (Madison College) online Administrative Professional Associate in Science Degree program (a copy of your certificate is required):

<u>Course No.</u>	<u>Course Title</u>	<u>Credits</u>
106-108	Proofreading and Editing	3 credits
106-182	Information Technology Concepts	3 credits
101-108	Applied Accounting 1	3 credits
106-133	Word Processing Applications	2 credits
106-172	Administrative Office Management	2 credits
801-196	Oral/Interpersonal Communication	3 credits
106-103	Records Management	2 credits
809-199	Psychology of Human Relations	3 credits
196-193	Human Resources Management (electives)	3 credits
TOTAL		24 credits

NOTE: If you obtained the CPS on or *after* November 1, 2004 and then subsequently also obtain(ed) the CAP at a later date, you are not eligible to obtain additional advanced standing credits.

If you completed the CPS and/or CAP certification exams *prior to November 1, 2004*, you will receive the following credits toward the Madison Area Technical College (Madison College) online Administrative Professional Associate in Science Degree program. (Documentation from IAAP confirming your completion of the exam(s) *prior to* November 2004 is required.):

<u>Course No.</u>	<u>Course Title</u>	<u>Credits</u>
106-108	Proofreading & Editing	3 credits
106-182	Information Technology Concepts	3 credits
101-108	Applied Accounting 1	3 credits
106-133	Word Processing Applications	2 credits
106-164	Customer Contact Skills	1 credit
106-172	Administrative Office Management	2 credits
801-196	Oral/Interpersonal Communication	3 credits
106-103	Records Management	2 credits
809-199	Psychology of Human Relations	3 credits
102-160	Business Law 1 (electives)	3 credits
809-195	Economics (electives)	3 credits
106-186	Project Management & Coordination	2 credits (CAP certificate)
TOTAL		28 for CPS plus 2 for CAP (if CAP certified prior to November 1, 2004)

NOTE: If you obtained your CPS *prior to* November 1, 2004 and then obtain(ed) the CAP after November 1, 2004 you do not obtain additional credits for the CAP.

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 to 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 of 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.

HOW TO BECOME MORE PROMOTABLE

Herb Greenberg, Ph.D.

Conventional wisdom says that if employees work hard and do their jobs well, they are likely to be promoted. However, today, good performance alone is no longer a guarantee of career advancement.

In an uncertain and rapidly changing business environment, companies all around the world are looking to invest in their current talent to ensure that their most valuable resource—their people—maximize strengths and help the company compete in the global marketplace. They use leadership and employee development programs to enhance their internal talent pool.

Once we examine companies' efforts to prepare their high-potential employees for advancement, it becomes clear that employees themselves can act to enhance their position in the organization, line themselves up for employee development programs, and ultimately, for potential promotion.

Here are some strategies that will increase your chances of being promoted:

- **Don't expect others to tell you how to contribute.** Moving ahead takes more than just meeting expectations and fulfilling your basic job responsibilities. Many talented managers and professionals ask their boss, "What exactly do I need to do to get promoted?" That's a dangerously passive mindset that can actually hinder a person's prospects for promotion. Those who successfully rise up through the ranks know how to proactively manage their personal brand. They don't wait for someone else to define the road map for them, but rather they aggressively seek ways to stand out. Asking what you can do for your company shows a lack of initiative.
- **Do your homework.** Look for alternative methods for streamlining processes. Once you've done the research and have proven success and metrics to back up your ideas, present your findings to management and try to sell them on your ideas. These action position you as an innovator and visionary.
- **Showcase your capabilities.** Participating in and taking the lead on intradepartmental projects or initiatives is a first step toward showcasing your capabilities—not only to team members but also to supervisors and managers. If your team values your contributions, they are likely to become some of your strongest advocates.
- **Communicate your accomplishments constructively.** Accomplishments never speak for themselves. They require a spokesperson: you. You need to "toot your own horn"—but constructively and selectively. If your accomplishments are invisible to your boss or higher-level executives, your perceived promotability will be much lower than that of peers with comparable accomplishments who know how to promote their achievements. However, take care not to come across as self-serving, as that could create rifts in your cor-

porate relationships. If you have successfully engaged in a project win, be sure to acknowledge your involvement, as well as others who contributed to the project's success. Not only will this create a team-oriented and collaborative dynamic, but it will also showcase your capabilities in a professional way.

- **Expand your internal network.** Most people recognize the importance of building an external network for their career success but fail to give sufficient attention to building their internal network. As with external networking, the key here is to "give before you get" by being helpful to others. This approach will enhance your visibility and reputation and go a long way toward increasing your career advancement prospects. In contrast, a self-serving "what's-in-it-for me" approach to internal networking will be transparent to others and diminish your reputation. As the old adage goes, "There's no 'I' in team," so it's very rare that a single employee is able to accomplish anything on his own without help from a colleague or team. Be sure to acknowledge the assistance you receive and reach out to people who can help you advance in your goals and in your attempts to sell your ideas. A collaborative dynamic that is rich in give-and-take will help you create a strong internal network of supporters.
- **Adopt an expanded definition of your role.** Simply filling your job description is no longer enough. When the economy was at its worst, many people found themselves wearing numerous hats to help their company move forward. These days, roles are dynamic; tasks and projects change constantly. Show that you are willing to engage in high discretionary effort outside of your "day job" (e.g., volunteer for a committee or task force).
- **Be a good corporate citizen.** Find ways to "give back" to the organization. Consider becoming a mentor to a younger employee outside of your department. Additionally, helping co-workers with their own projects, while providing some type of mentorship in the process, can position you as a valid resource in advancing the company's efforts. Once colleagues are able to recognize this kind of value in certain colleagues, the opportunity to create a positive reputation in the organization makes itself readily apparent.

Basically, increasing your promotability is simply a matter of increasing your professional visibility. This involves connecting with your fellow team members, offering assistance and mentorship where needed, and communicating your accomplishments in a constructive way. Your own career aspirations and core strengths will help determine how to best position yourself in the company. Not all people are appropriate for management. In fact, not all employees even want to become managers. Valuable employees who show true engagement in their jobs are the ones who will stand out.

*Herb Greenberg, Ph.D., is the founder and CEO of Caliper, (<http://www.calipercorp.com/>) an international management consulting firm. He coauthored the New York Times bestseller *Succeed on Your Own Terms* as well as *How to Hire and Develop Your Next Top Performer*, both published by McGraw-Hill. He also co-hosted the nationally syndicated radio program "Winning in Business."*

Research & Educational Foundation

EFAM Scholarship Calendar:

Oct. 1, 2011 — Begin taking applications

Jan. 31, 2012 — Application deadline

March 31, 2012 — Scholarship award recipients chosen

July 22-25, 2012 — 2012 EFAM, Grapevine, Tex.

About R&E Scholarship Program

From its earliest days during World War II, IAAP has been dedicated to helping admins reach and remain on the professional cutting edge by increasing their skills with the best techniques and technology. That mission is even more important today.

During this uncertain economy, jobs have been slashed and companies are spending less to train employees. At the same time, administrative professionals are taking on more work and having to learn an ever evolving array of new office tools and techniques. Professional development is essential if admins are going to stay viable in the workplace.

IAAP wants to ensure that every admin has the opportunity to get the professional training they need. That's why the Research and Educational Foundation has established a new scholarship program to help new or unemployed administrative professionals attend the association's Education Forum and Annual Meeting.

If you've never attended EFAM, this is a great chance to jump start your career and take advantage of all that IAAP has to offer over the course of several days during the association's premier annual event.

If you've suffered a job loss, this scholarship will ensure that you stay sharp as an admin and could make a real difference as you search for a new position.

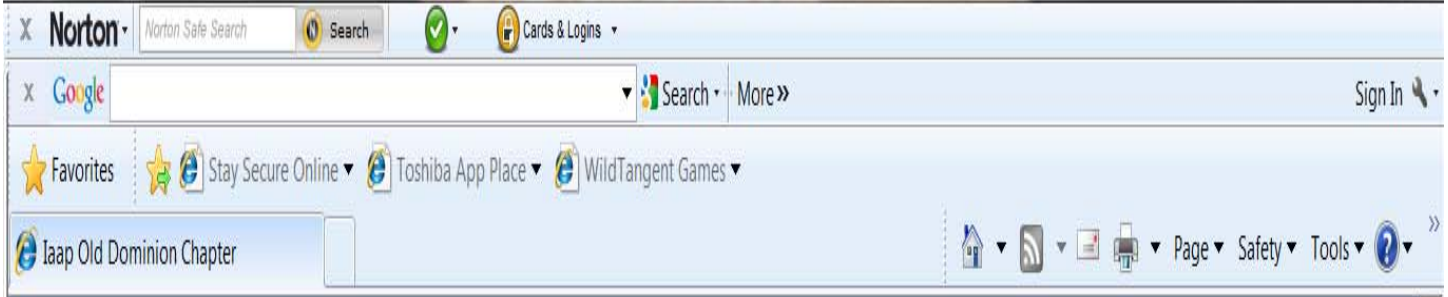
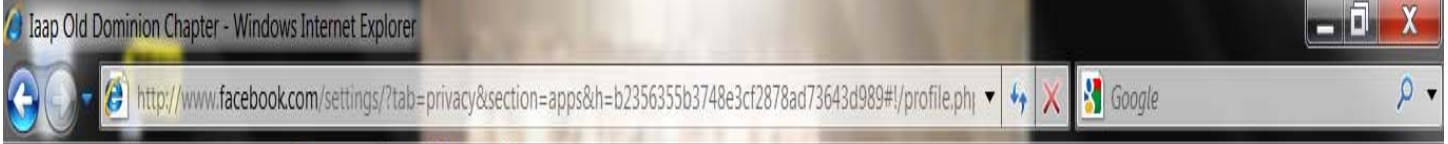
Finally, IAAP needs help getting the word out about this new scholarship program. Consider making it the subject of a monthly chapter meeting, order and distribute R&E brochures or write about the scholarship in your newsletter. If you need materials or ideas, headquarters staff will be happy to assist. And if you know any new or unemployed members who you think would benefit from this scholarship, don't hesitate to refer them to our Web page.

Please take the time to learn more and apply for an EFAM scholarship. It'll pay off in the long run.



Do You Know How To Find Us On Facebook?

For additional information, contact Michelle Jackson, PA



Iaap Old Dominion Chapter

Lives in Richmond, Virginia Add where you work Add your school Edit Profile

Edit Profile View As...

People You May Know See All

- Alvin Coghill**
25 mutual friends
Add Friend
- Ben McClanahan**
22 mutual friends
Add Friend
- Andre Wingfield**
24 mutual friends
Add Friend
- James Tolliver**
22 mutual friends
Add Friend

- Wall
- Info
- Photos (3)
- Notes
- Friends
- Subscriptions

Update Status Add Photo / Video

What's on your mind?

Iaap Old Dominion Chapter
 OLD DOMINION CHAPTER, IAAP ANNUAL HOLIDAY EVENT
 TUESDAY, DECEMBER 6, 2011

CHRISTMAS CALLED! IT WANTS ITS SPIRIT BACK!
 Chuck Hansen - Motivational Speaker, Award-Winning Writer, Humorist



Tech Tips



MICROSOFT WORD SHORTCUT KEYS

Submitted by Cynthia Robinson, CAP-OM

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.

Community Service Committee

A big **Thank You** to all who donated items for **Safe Harbor** at our December meeting!

If, with all the hustle and bustle of the Christmas holidays, you forgot to donate, we're giving you one more chance – at the January 17 chapter meeting.

Items currently in great need are listed below. Feel free to get a complete list by visiting their website, www.safeharborshelter.com.

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.

Cynthia Robinson, CAP-OM
rob12@co.henrico.va.us
cynthia.robinson.cap@gmail.com