

THE DOMINION DISPATCH

Virginia



International Association of
Administrative Professionals

Old Dominion Chapter



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

OUR MISSION

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

INSTALLATION OF OFFICERS

“EFFECTIVENESS IN THE WORKPLACE!”

SHIRLEY FULLER, CPS/CAP, KEYNOTE SPEAKER

IAAP Virginia-West Virginia Division President-Elect

1 Recertification Point



Join us on Tuesday, June 21, 2011 for the Installation of 2011-2012 Officers located at the **Courtyard Richmond Northwest—Marriott**, 3950 Westerre Parkway, Richmond, VA 23233.

The theme is “Effectiveness in the Workplace!” Shirley Fuller, CPS/CAP will be the keynote speaker. Please review the overview and biography on page 3.

Who Will Benefit: Administrators, Executive/Administrative Assistants, Office Managers, Secretaries, Clerical Support, Receptionists, Support Technicians, Purchasing Agents, Financial Personnel, Human Resource Personnel, Program Managers, and other administrative and supportive personnel

Who Is Invited: IAAP Members, Non-Members, and Guests

REGISTER TODAY! Please complete the registration form on page 4. If needed, click on the link below for directions.

<http://www.marriott.com/hotels/travel/rnw-courtyard-richmond-northwest/>

INSIDE THIS ISSUE

Installation of Officers Invite ...	P. 1
President’s Message	P. 2
What is an Administrative Professional?	P. 2
2010-2011 Board of Directors	P. 2
Effectiveness in the Workplace ...	P. 3
Shirley Fuller, CPS/CAP Biography	P. 4
June Meeting Registration Form	P. 4
Upcoming Events At A Glance	P. 5
12 Steps to Developing ...	P. 6
Willa Brigham Biography	P. 6
Summer Social Flyer	P. 7
Summer Social Registration Form	P. 8
From the Certification Committee	P. 9
IAAP Core Values	P. 9
IAAP Acronyms	P. 9
Benefits of Membership	P. 10
Meeting Reminder	P. 10
June Birthdays & Anniversaries	P. 10

President's Message Sally Ferrell, President

Well this is my last article as President. It has been a tremendous journey one I am glad I chose to take with such a great chapter.

We as a chapter have accomplished a great deal this year. We had several members to sit for the CPS/CAP exam and we also participated in several community projects.

I am very proud to have served the Old Dominion Chapter as your President and I thank you for the opportunity to do so. I challenge each of you who have not had the opportunity to serve as President of this great chapter to step outside your box and take the challenge. You will be amazed at how much you can grow.

This coming year I hope each of you give your support to the new 2011-2012 Board and President, Cynthia Robinson, CAP in taking our chapter to new heights.

Please plan to come to the June chapter meeting. Our speaker for this event will be Shirley Fuller, CPS/CAP, Virginia-West Virginia President Elect. At the meeting you will have the opportunity to volunteer to be on one of the committees and we will be installing our officers for the 2011-2012 year. These new officers will start their new journey on July 1.

Our Virginia-West Virginia Annual Meeting will be held June 17-19 in Fredericksburg, Virginia. I hope you are planning on attending. This is another great opportunity to network with chapters in this division.



Again, I would like to express my appreciation to the greatest chapter who supported me in 2010-2011. It has been a great year of challenges and changes.

I look forward to seeing each of you at our June meeting.

Sally Ferrell
2010-2011 President

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

BOARD OF DIRECTORS



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OLD DOMINION CHAPTER, IAAP JUNE INSTALLATION OF OFFICERS EVENT TUESDAY, JUNE 21, 2011

Effectiveness In The Workplace!

Overview

1 Recertification Point

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

1. What is an Administrative Professional
Presenting Yourself Effectively
Thinking Clearly and Logically
Presenting Ideas Concisely
Art of Good Listening
Portraying Self Confidence
2. Time Management
Be on Time
Good Planning
3. Conflict Resolution
Managing Stress
Personal & Professional Development
Building Your Skills Portfolio
4. Education
Certification
Professional Organizations
Seminars & Conferences
5. Maintaining Professionalism

Biography: Shirley H. Fuller ,CPS/CAP, President-Elect Virginia-West Virginia Division

Education

Central Virginia Community College – Lynchburg, Virginia: Associates Degree 2008 Summa cum laudé
Computer classes, advanced desktop publishing, business law

Work Experience

Lynchburg Police Department
Lynchburg, VA 24504

Executive Assistant to Chief of Police 1991 – Present

Duties: Assist Chief of Police and command staff in administrative support role. Administrative responsibilities including travel, expenditures, and purchasing. Answer all correspondence and reroute incoming calls to appropriate personnel. Coordinate monthly and quarterly reports regarding crime statistics and significant arrests. Write speeches and press releases, and coordinate swearing-in and promotional ceremonies. Manages all employee personnel files, pre-employment and background files, inactive files, etc. Work as liaison with Commonwealth's Attorney's Office, Lynchburg City Schools, and City directors.

City of Lynchburg
Public Works Department
Lynchburg, VA 24504

Administrative Assistant, 1984 – 1991

Duties: Assistant to Director of Public Works and City Engineer. Distributed mail, reviewed correspondence and composed administrative documents and reports. Arranged conferences and meetings for City Council members and Strategic

Planning personnel. Coordinated Work Management Program for distribution of highway funds throughout the City.

The Toro Company
Riverside, CA 92755
Document Control Coordinator, 1977 – 1984

Duties: Created, maintained, and controlled all engineering documents including drawings, sepias, microfiche, prototypes, and bills of materials. Supervised five clerical personnel and delegated all work to clerical and support staff.

Certifications

Certified Professional Secretary – 2000
Recertified – 2005, 2011
Certified Administrative Professional – 2001
Recertified – 2005, 2011

Membership

International Association of Administrative Professionals (Virginia Division Board, Past President of Lynchburg Chapter)
Fraternal Order of Police Associates
Citizens Police Academy Alumni





EFFECTIVENESS IN THE WORKPLACE!

SHIRLEY H. FULLER, CPS/CAP, PRESIDENT-ELECT

VIRGINIA-WEST VIRGINIA DIVISION

RECERTIFICATION POINT PENDING

Courtyard Richmond Northwest—Marriott

3950 Westerre Parkway

Richmond, VA 23233—804.346.5427

REGISTRATION FORM



International Association of
Administrative Professionals®
Old Dominion Chapter

Please print:

IAAP Member Name: _____ CPS: _____ CPS/CAP: _____ CAP: _____

Company Name: _____

Address: _____

Business Phone: _____ Cell Phone: _____

E-mail Address: _____ Personal E-mail Address: _____

Non-Member/Guest Name: _____ CPS: _____ CPS/CAP: _____ CAP: _____

Company: _____

Address: _____

Business Phone: _____ Cell Phone: _____

E-mail Address: _____ Personal E-mail Address: _____

Total Attending: _____ Total Amount Enclosed: _____

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

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

Check or Money Order Only!

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



The menu includes a **Tuscan Focaccia Sandwich w/assorted cookies** and **beverage** catered by Jason's Deli. Complimentary coffee and water service will also be provided. **The cost of the meal is only \$15.** In addition, parking is free!

The event begins at 6 p.m.; registration begins at 5:30 p.m. The tentative agenda is listed below:

- Registration / Networking
- Business Meeting
- Speaker
- Installation of Officers

****It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.**

Registration deadline—Friday, June 17, 2011

Please mail registration form and fee to:

GALE BARNEY

c/o County of Henrico, Virginia

Department of Public Works

4301 E. Parham Road-Administration Annex Bldg.—3rd Floor

Henrico, VA 23228

804.501.4398 (office cell)

804.501.7470 (fax)

bar27@co.henrico.va.us

For additional inquiries, contact

Cynthia Robinson, CAP, President-Elect

rob12@co.henrico.va.us

804.921.2293



Old Dominion Chapter, IAAP Upcoming Events At A Glance

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

June 17-19, 2011

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

3.5 Recertification Points

June 21, 2011

Installation of 2011-2012 Officers
Effectiveness in the Workplace!
Speaker: Shirley Fuller, CPS/CAP
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

1 Recertification Point

July 19, 2011

Annual Summer Social/Garden Party
12 Steps to Developing a Positive Attitude While Finding
Joy in Your Work!
Speaker: Willa Brigham
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

July 24-27, 2011

Education Forum & Annual Meeting (EFAM)
Location: Montreal Convention Center
Montreal Quebec

15+ Recertification Points

August 16, 2011

Monthly Meeting
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

September 20, 2011

Monthly Meeting
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

October 13, 2011

Boss's Day Appreciation Breakfast
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

November 1, 2011

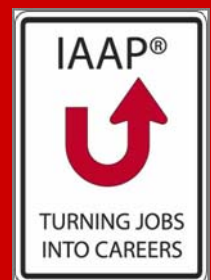
Annual Seminar—Old Dominion Chapter 60th Anniversary
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

December 6, 2011

Holiday Event
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending



12 Steps to Developing a Positive Attitude While Finding Joy in Your Work!

Overview

1 Recertification Point

12 Steps to developing a positive attitude while finding joy in you work:

1. * wake up with pep
2. * prepare your body, mind and spirit
3. * share the knowledge
4. * service with a smile
5. * look for the humor
6. * expect the good stuff
7. * be the first
8. * mental baseball
9. * nourish your spirit
10. * energize
11. * sing
12. * be thankful

Willa Brigham Biography

Mrs. Brigham is an avid writer of short stories, essays, poetry and songs. Her first story video, CORNBREAD AND BLACK-EYED PEAS was released in March 1993. BITS AND PIECES, a collection of poems for children, was released in March 1995. UMM SOMETHING GOOD, a cassette of songs for children was released in December 1997. GOLDEN YEARS, a collection of poems and essays about seniors was published May 2001; her latest cassette of original stories, STINKY JOHNSON AND OTHER TALES, released in September 2001 and HEALTHY HAPPY HABITS songs to sing along with was released in November 2002.



Willa Brigham is a native of Tuskegee, Alabama. She is a graduate of Alabama State University in Montgomery, Al with a Bachelor of Science in Health and Physical Education. She also earned a Master of Science Degree in Health Science from Indiana University in Bloomington Indiana.

Her talents and high energy have been channeled into challenging and diverse interest, which include:

Performing Artist and Keynote Speaker Host of Smart Start Kids TV Show Artist In Residence - Durham County (Creative Arts in Public Schools Touring Artist - North Carolina Work-

shop Presenter President, Marklund Children's Home Clown Club Producer/Director Cable Television Children's Program Toastmaster Area and Division Humorous Speech Contest Winner.

She has been featured in the Cary News, Triangle Woman, Johnson City News, Journal of Tar Heel Tellers, Durham Herald Sun, Roxboro Courier Times and Triangle Woman. She has appeared on WQOK, WDNC, WAUG and WCHL radio.

- Community service and professional organization affiliations include:
- Board of Directors of Friends of Page Walker
- Board of Directors of Scrap Exchange
- Past - Board of Directors of White Plains Children's Center
- Past - Board of Directors of Carolina Ha Ha
- Past - Cary Education Advisory Committee
- Cary Women's Club - Director of Christian Education
- (NABS) National Association of Black Storytellers
- National Storytelling Network
- North Carolina Association of Black Storytellers
- North Carolina Storytelling Guild

Mrs. Brigham was the Carolina Health and Humor, Entertainer of the Year. She is an exceptional talent with a passion for educating, entertaining and bringing laughter to audiences of all ages. For additional information about Willa go to www.willabrigham.com.



SUMMER SOCIAL



12 STEPS TO DEVELOPING A POSITIVE ATTITUDE WHILE FINDING JOY IN YOUR WORK!

JULY 19, 2011

WILLA BRIGHAM

RECERTIFICATION POINT PENDING

COURTYARD RICHMOND NORTHWEST—MARRIOTT
3950 WESTERRE PARKWAY
RICHMOND, VA 23233—804.346.5427



EMMY AWARD WINNER, WILLA BRIGHAM, IS THE HOST OF THE TELEVISION SHOW, SMART START KIDS. SHE IS ALSO AN INSPIRATIONAL SPEAKER, STORYTELLER, AUTHOR AND PERFORMING ARTIST.

Please feel free to wear your best summer hat and summer dress (optional). Networking, fun, games, and more...!

\$15 PER PERSON

PLEASE MAIL REGISTRATION FORM AND FEE TO:

GALE BARNEY

C/O COUNTY OF HENRICO, VIRGINIA

DEPARTMENT OF PUBLIC WORKS

4301 E. PARHAM ROAD-ADMINISTRATION ANNEX BLDG.—3RD FLOOR

HENRICO, VA 23228

804.501.4398 (OFFICE)

804.501.7470 (FAX)

bar27@co.henrico.va.us





12 STEPS TO DEVELOPING A POSITIVE ATTITUDE WHILE FINDING JOY IN YOUR WORK!

RECERTIFICATION POINT PENDING

Courtyard Richmond Northwest—Marriott

3950 Westerre Parkway

Richmond, VA 23233

REGISTRATION FORM



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: _____

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

Check or Money Order Only!

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



Please feel free to wear your best summer hat and summer dress (optional). Networking, fun, games, and more...!

The menu includes a Deluxe Sandwich w/assorted cookies and beverage catered by Jason's Deli. Complimentary coffee and water service will be provided. The cost of the meal is only \$15. In addition, parking is free!



****It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.**

Registration deadline—Friday, July 15, 2011

Please mail registration form and fee to:

GALE BARNEY

c/o County of Henrico, Virginia

Department of Public Works

4301 E. Parham Road-Administration Annex Bldg.—3rd Floor

Henrico, VA 23228

804.501.4398 (office cell)

804.501.7470 (fax)

bar27@co.henrico.va.us

For additional inquiries, contact

Cynthia Robinson, CAP, President-Elect

rob12@co.henrico.va.us

804.921.2293



Why wait?

Do something for yourself and your career today.



From the Certification Committee... Study Materials for the New Exams

Betty Blodgett, CPS/CAP, Chair

Below are links to the new content outlines and bibliographies for the new CAP and Organizational Management exams that are effective November 2011. The bibliographies are the actual college texts used to write the exams.

[Content Outline and Bibliography for Certified Administrative Professional Exam](#)

[Content Outline and Bibliography for Organizational Management Specialty Exam](#)

Metcalf Educational Services will be updating their review materials for the new exams. The tentative schedule for their revisions is April to June 2011.

Prentice Hall will not be providing review materials for the new exams.

Metcalf and Prentice Hall continue to make available review materials for those testing in May 2011.

Please remember that the Metcalf and Prentice Hall materials are strictly for a review of something you already know. They are not required study for the exams, and the exams are not written from these materials.

Questions on certification matters? Contact the certification department at certification@iaap-hq.org or call 816.891.6600 x2225, 2248, or 2227.

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.

IAAP Acronyms

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

MEMBERSHIP COMMITTEE BENEFITS OF MEMBERSHIP

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 additional benefits, click on the following links in blue:

- [Information for new members](#)
- [Pathways to Excellence program](#)

MEETING REMINDER



All members should respond to the dinner notice for themselves and any guests by the deadline noted. It is Chapter policy that if a member or guest signs up for dinner, and cancels after the deadline, the member or guest must pay for the meal. We urge all members to be timely in responding to all chapter meeting notices, and make any cancellations by the stated date.



JUNE BIRTHDAYS

Ruth McCarty, CPS	June 2
Cynthia Robinson, CAP	June 9
Audrey Roberts	June 10
Remonia Keys	June 14
Rosalind Rustin	June 29

JUNE ANNIVERSARIES

Gail Arthur, CPS/CAP	24 yrs.
Michelle Jackson	9 yrs.
Jennifer McAdam, CPS/CAP	10 yrs.
Natalie Toombs	1 yr.

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