



International Association of
Administrative Professionals
Old Dominion Chapter

THE DOMINION DISPATCH

Virginia



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

OUR MISSION

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

MAKING MEMBERSHIP WORK FOR YOU!

Keynote Speaker: Edith C. Brown, CPS
(Member, Tri-City Chapter)

VA-WV Division, Retirement Trust Fund Committee Chair
Tuesday, March 15, 2011
6:00 p.m.—7: 30 p.m.

Hampton Inn & Suites, 1101 Technology Park Drive, Glen Allen, VA



Come and join us at our March monthly meeting, "Making Membership Work For You!" Tuesday, March 15, 2011 located at the Hampton Inn & Suites, 1101 Technology Park Drive, Glen Allen, Virginia. Edith Brown, CPS will be the keynote speaker.

Edith C. Brown, CPS, is a native Virginian who currently resides in Petersburg. She is a product of the Dinwiddie County School system and did further study at Virginia State College (University) and John Tyler Community College.

She holds membership at Zion Baptist Church, Petersburg, where she is active in the Usher Board, Sunday School, Singles' Ministry, AWANA youth program, and the Board of Christian Education.

Edith's work career spanned 41 years of continuous services at Central State Hospital. She began as an entry level Clerk Typist and elevated through the office support services ranks of Secretary Senior and Executive Secretary and retired as an Office Services Supervisor, Senior. Edith had the distinction of being the first Certified Professional Secretary at the hospital. She was cited for team building skills and good interpersonal relationships, and in her most current position was charged with reorganizing and modernizing the largest division of administrative professions in the Forensic Services Division. She coordinated strategic planning to highlight the best use of staff's strengths and weaknesses, provided advanced administrative skills and cultivated expertise in human resource management.

As a member of the Tri-City Chapter IAAP since 1997, Edith has served as treasurer, secretary, first vice president, second vice president, and president. She is a very active member who has also served on committees and who attends training sponsored by other chapters, as well as Division and International conventions. On the Virginia - West Virginia Division level, she is currently serving as Chairman of the Retirement Trust Foundation for the fourth term.

Edith is the mother of three children and has four grandchildren. Her hobbies include: sewing, craft projects, thrift shopping and reading. She also enjoys volunteering at the Matoaca High School Library and at the Fort Lee Playhouse. Edith sees herself as a child of God who seeks to do His will and allow Him to work in her life.

[See registration form on page 2](#)

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“MAKING MEMBERSHIP WORK FOR YOU”



EDITH BROWN, CPS (TRI-CITY CHAPTER)
VA-WV DIVISION RETIREMENT TRUST FUND COMMITTEE CHAIR
KEYNOTE SPEAKER



NEW LOCATION:
HAMPTON INN & SUITES
1101 Technology Park Drive, Glen Allen, VA 23059

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

REGISTRATION FORM

Please Print

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

Guest First Name: _____ Last Name: _____ CPS__ CPS/CAP__ CAP__
 Company: _____
 Business Phone: _____ Cell Phone: _____
 E-mail Address _____ Guest of: _____

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

REGISTRATION DEADLINE – FRIDAY, MARCH 11, 2011

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

Please mail registration form and/or check to:

JACQUELINE HOWIE, CPS/CAP
Department of Public Works
900 E. Broad St., 7th Floor
Richmond, VA 23219
(804) 646-3702 – office/ (804) 646-6629 - fax
Jacqueline.howie@richmondgov.com

For additional inquiries contact:
Lana Agostini, Co-2nd Vice President/Membership
Lana.agostini@richmondgov.com
(804) 646-1791

The fee of \$15 covers the cost of the meal (buffet style). Parking is also free!

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

NEW LOCATION !



THE ODC MEMBERSHIP COMMITTEE PRESENTS:

EDITH BROWN, CPS – KEYNOTE SPEAKER

“MAKING MEMBERSHIP WORK FOR YOU”

TUESDAY, MARCH 15, 2011

The Membership Committee is challenging all IAAP/ODC members to attend and bring a guest, a prospective member.

EACH ONE, BRING ONE

ODC believes in promoting professionalism and excellence through education, dedication, determination, and team effort. Our programs are open to anyone with the interest to elevate the standards of all administrative professionals. We serve all office professionals in the Richmond Metropolitan area. In building our organization, we can make a difference in our profession.

ODC welcomes new members from the Richmond Metropolitan area to our Chapter.

This evening brings food, fun, networking, business, and a dynamic speaker delivering a message on how IAAP can work for you. Also, there will be:

Door Prizes

Free dinner for the first guest to apply and pay for ODC membership at the meeting

**COME TO SEE
HOW YOU CAN BE ALL YOU CAN BE
IN IAAP/ODC**

PRESIDENT'S MESSAGE

Sally Ferrell, President

Spring time is here!

Well we're coming down to the final month before our Administrative Professionals Seminar which will be held on April 25th. This is going to be a great event. The Administrative Professionals Committee is working hard to present a great seminar. Our guest speaker is Victoria Ashford. She will be speaking on Fearless Leadership-Fuel Your Drive and Thrive. It looks to be a very informative and lighthearted, interactive presentation. Please see the announcement in our newsletter this month. If you can, please make every effort to attend. It will be a great time! Bring your coworkers, bosses, etc. with you! Make your reservations today for this great event!



We truly enjoyed our February meeting with speaker, Karen Michael. Karen gave us some wonderful insights and tips on Social Media and the Law.

Our speaker for this month is Edith C. Brown, CPS. Edith is a member of the Tri-City Chapter and is also chair of the Division Retirement Trust Foundation. She will be speaking on Making Membership Work For You. This should be a very informative session for all members and guests.

The Nominating Committee, consisting of chapter members, Cynthia Robinson, CAP, Betty Blodgett, CPS/CAP and June Pegram, CAP will be seeking nominations for the Old Dominion Chapter board for the 2011-2012 year. A candidate for office must have been a professional member for at least one year prior to the election, which will be held at the May chapter meeting.

The committee will submit to the membership a slate of one or more candidates for each office at the March chapter meeting, and the candidate's name and IAAP background will be published in the April Newsletter. Please seriously consider serving as a chapter officer for the coming year. Your talents and enthusiasm are needed and welcome! If you are interested in serving as a chapter officer, please contact any of the Nomination Committee members or one of the current board members.

Take care and see you at the March chapter meeting!

Sally Ferrell
2010-2011 President



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

BOARD OF DIRECTORS



Sally Ferrell
President

(w) 804.233.7561
(h) 804.249.7419

sferrell.msbc@gmail.com

Cynthia Robinson, CAP
President-Elect

(w) 804.501.4394
(c) 804.921.2293

rob12@co.henrico.va.us
Cynthia.Robinson.CAP@gmail.com

Linda Taylor

First Vice-President
(w) 804.652.6237
(h) 804.737.0086

Linda.Taylor@pfizer.com

Lana Agostini

Second Vice-President
(w) 804.646.1791
(h) 804.319.6644

lane.agostini@richmondgov.com

Audrey Roberts, CAP

Corresponding Secretary
(w) 804.723.7551
(h) 804.349.5629

Audrey.roberts@owens-minor.com

Valerie Pegues-Johnson

Recording Secretary
(w) 804.301.9882

vjohnson@cvwma.com

Pat Parker

Treasurer
(w) 804.646.3582
(h) 804.328.4366

Patricia.parker@richmondgov.com
parkerpr@comcast.net

Mary Clark

Parliamentary Advisor
(w) 804.780.7843
(c) 804.677.2629

mclark@richmond.k12.va.us

UPCOMING EVENTS AT A GLANCE

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

March 12, 2011

Virginia-West Virginia Division LAN Meeting

Speaker: TBA

Location: Smith Career Center on Virginia Tech Campus

[Recertification Points Pending](#)

March 15, 2011

Membership Committee/Impact Meeting

Making Membership Work For You!

Speaker: Edith Brown, CPS

Location: Hampton Inn & Suites (REVISED)
Technology Park Drive
Glen Allen, VA

Vendor: Vmeals (Mary Pat Koslowski)

March 19, 2011

Peninsula Chapter, IAAP Seminar

The Four Styles: The Art of Better Communication

Speaker: John Johnson, CCDP/AP

Location: Point Plaza Suites & Conference
950 J. Clyde Morris Boulevard
Newport News, VA

[Recertification Points Pending](#)

April 25, 2011 8 a.m.—4 p.m.

2011 Administrative Professionals Week Seminar (APW)

Fearless Leadership—Fuel Your Drive and THRIVE!

Speaker: Victoria Ashford, Keynote Speaker

Cost: \$60 (IAAP Member) Seminar Fee
\$65 (Non-Member) Seminar Fee
\$71.50 (Vendor Package)

Location: WVCH

Vendors: BCakes, LLC (Sharon DeRigo)
Bella Butterfly (Ann Louisa)
B'Jeweled by Helena (Helena Holder)
Excelcis Training & Consulting, Inc.
(Victoria Ashford)
Jason's Deli (Christina Snyder)
Lemongrass Spa Products (Debbie Carroll)
Lia Sophia (Doris Jackson—Crocker)
Lisa's Creations (Lisa Chenault)
Longaberger (Brenda Brewster)
Mary Kay Cosmetics (Lisa Hinson Orlosky)
Monkey Business (Margaret-Anne Hilliard)
Scentsy (Monique Daniel)
Tastefully Simple (Cathy Dudley)
Membership Committee
Certification and Scholarship Committees
Ways and Means Committee

[6 Recertification Points](#)

May 17, 2011

Certification and Scholarship Committees' Presentation

Speaker: Linda Coake, CPS/CAP

Location: Hampton Inn & Suites (REVISED)
Technology Park Drive
Glen Allen, VA

[Recertification Point Pending](#)

June 17-19, 2011

Annual Meeting—Virginia-West Virginia Division
Fredericksburg Chapter (Fredericksburg, Virginia) - Host

Cost: TBA

Location: TBA

[Recertification Points Pending](#)

June 21, 2011

Monthly Meeting

Installation of 2011-2012 Officers

Speaker: TBA

Location: Hampton Inn & Suites (REVISED)
Technology Park Drive
Glen Allen, VA

[Recertification Point Pending](#)

July 19, 2011

Annual Summer Social/Garden Party

Speaker: Willa Brigham

Location: TBA

[Recertification Point Pending](#)

August 16, 2011

Monthly Meeting

Speaker: TBA

Location: TBA

[Recertification Point Pending](#)

September 20, 2011

Monthly Meeting

Speaker: TBA

Location: TBA

[Recertification Point Pending](#)



WHY THE MEETING LOCATION CHANGE?

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

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



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

Audrey Roberts, CAP

Corresponding Secretary

FROM THE DESK OF THE BYLAWS & STANDING RULES COMMITTEE



To All Members:

Do you have questions and/or concerns regarding bylaws, standing rules, parliamentary procedures, or anything chapter related?

Please contact me via email mclark@richmond.k12.va.us or maryclark30@verizon.net.

What You Think Matters!

Mary Clark, Chair

EDITOR'S FORUM

Are you certified or are you contemplating certification? If so, do you feel obtaining certification is a personal aspiration or is it job-related? Give your viewpoint on why you feel this way. Forward your name and place of employment with your response to either of the following individuals:

Cynthia Robinson, CAP - rob12@co.henrico.va.us

Betty Blodgett, CPS/CAP, Certification Committee Chair

betty.blodgett@capitalone.com



We look forward to hearing from you soon!

Thanks,

Cynthia Robinson, CAP



ADMINISTRATIVE PROFESSIONALS DAY 2011

The 2011 Theme for Administrative Professionals Day is: **This year, celebrate all office professionals.**

For Administrative Professionals Day 2011, we're veering away from the traditional celebration of the day which is centered on administrative professionals. The recession has hit everyone in the office. Downsizing has forced all of us to pull together and work harder, not just the administrative professionals in the workplace. IAAP recognizes the hard work and sacrifice from everyone. **This year, celebrate all office professionals.**

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 2011, **Administrative Professionals Week is April 24-30** with Administrative Professionals Day on **Wednesday, April 27.**

WHY DID IAAP CREATE ADMINISTRATIVE PROFESSIONALS DAY/WEEK?

IAAP created National Secretaries Week (now Administrative Professionals Week) with two objectives in mind: to recognize "the secretary, upon whose skills, loyalty, and efficiency the functions of business and government offices depend," and to call attention "through favorable publicity, to the tremendous potential of the secretarial career."

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



International Association of
Administrative Professionals®

Old Dominion Chapter

P.O. Box 71412
Henrico, VA 23255
iaap-olddominion.org

2011 ADMINISTRATIVE PROFESSIONALS WEEK SEMINAR

Monday, APRIL 25, 2011

Registration: 7:30 a.m. • Continental Breakfast: 8:00 a.m. • Dress: Business Casual

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

6 Recertification Points

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

Wyndham Virginia Crossings Hotel & Conference Center
Henrico Ball Room
1000 Virginia Center Parkway
Glen Allen, Virginia 23059

Don't Forget Your Business Cards!

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

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



PASSION & PURPOSE
VIRGINIA-WEST VIRGINIA DIVISION



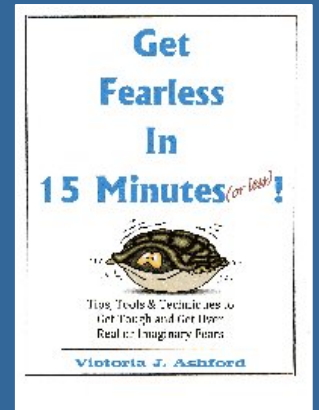
FEARLESS LEADERSHIP—FUEL YOUR DRIVE AND THRIVE! VICTORIA ASHFORD, KEYNOTE SPEAKER OVERVIEW

6 Recertification Points

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

The seminar will include:

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



Format: Interactive Lecture

VICTORIA ASHFORD'S BIOGRAPHY



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

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

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

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

REGISTRATION FORM

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

Please print:

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

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

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

Check or Money Order Only!

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

Limited Seating! Don't Delay! Register Today!



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

Registration deadline—Friday, April 15, 2011



International Association of
 Administrative Professionals®
 Old Dominion Chapter

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

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

No refunds after April 1, 2011

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



FEARLESS LEADERSHIP—FUEL YOUR DRIVE AND THRIVE!

2011 APW SPONSORS



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Lisa Richardson
Account Manager
804.412.2734
lrichardson@thesupplyroom.com




BENEFITS OF MEMBERSHIP

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

IAAP WEB 2.0

We offer members full access to our Web 2.0 community, a perfect way to network, learn, find answers and have some fun in the process. Our Web 2.0 offers:

- **Specialized e-groups**, which combine the best of the listserv and online discussion forums.
- The **IAAP Resource Library**, where you can tap into the mind of members and experts through a variety of useful documents.
- **Member Directory** where members can learn about other members. Our directory can link data from social networking and user-generated data input to create a comprehensive user profile.
- **IAAPedia Glossary**, our Wiki where users collaborate to create and maintain industry definitions that serve as part of the knowledge base of office professionals.



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

Welcome New Members!

Mary Kay B. Campbell

Embassy Suites Hotel
The Executive Meeting Center
2925 Emerywood Parkway
Richmond, VA 23294
(804) 521-1605

Marykay.campbell@hilton.com

Mary O. Moss

Energy Systems Group
9097 Atlee Station Rd., #318
Mechanicsville, VA 23116
(804) 559-5666 x2800

moss@energysystemsgroup.com

Robin T. Person

Richmond Marriott West
4240 Dominion Blvd.
Glen Allen, VA 23060
(804) 965-9500

rperson@marriottsales.com

March Birthdays

Jo Ann Dierkes	Mar 6
Sally Ferrell	Mar 9
Lynn Pringle	Mar 17
Jackie Howie, CPS/CAP	Mar 20
Ann Barrows	Mar 22
Linda Green	Mar 22
Emma Beverly	Mar 23

March Anniversaries

Lana Agostini	2
Sonya Broady	3
Patsy Coppins, CPS/CAP	39
Maize Fobbs	1
Peggy Gentry, CPS	2
Remonia Keys	1
Shaun Lindsey	2
Julie Pollard	9
Sheila Walker	3
Laura Williamson	1

Sick and Recovering

The Old Dominion Chapter extend well wishes to Kathy Ely, CAP, who recently had surgery. We pray that Kathy will have a speedy recovery! We hope to see her up and around soon!

About IAAP



PROFESSIONAL MEMBER OF THE YEAR (PMOY) Show Us What You're Working With!

Time is drawing near to submit your applications and documentation for the Old Dominion Chapter Professional Member of the Year (PMOY). The Chapter PMOY is a wonderful opportunity for every administrative professional to acknowledge your self worth and enhance your personal and professional image. This achievement looks very impressive on your resume'. We have such committed, gifted, and talented members in our chapter and we would love for each of you to share your accomplishments.

The 2010-2011 award will be presented to the Chapter Member who has exemplified how they have accepted and exceeded all of the challenges and changes they have encountered this year by achieving the most points for personal and professional development for this year. The process, criteria, and application form are located on the chapter website at www.iaap-olddominion.org and click on the 2011 PMOY Criteria tab and the 2011 PMOY Application tab. All questions can be directed to Lana Agostini, 2nd Vice-President/Membership at 646-1791 or via email to Lana.agostini@richmondgov.com.

Applications due MARCH 28, 2011

Send application with supporting documentation to:
Lana Agostini, ODC 2nd Vice President/Membership
City of Richmond
Department of Public Works
900 E. Broad St., Room 704
Richmond, VA 23219

LEADING AN INDECISIVE BOSS

Have you ever worked for an indecisive boss? Someone who constantly procrastinates - leaving you without the information necessary to perform your job requirements? Here are three simple ways that you can lead her to make more timely decisions:

- **Provide deadlines.** Whenever you need information from your boss within a specific amount of time - say so. If practical, send her an Outlook Task reminder, including the due date, to keep your needs fresh in her mind.
- **Follow up.** A few days before you need the information, follow up with your boss to make sure the decision is still on her radar screen. Remind her again that you need the information by a specific date in order to do your job.
- **Provide a suggested course of action in writing.** There will be times when you have to take matters into your own hands. If you have a boss that continues to procrastinate beyond stated deadlines, provide your own solution. Send an e-mail that says, "I need to you make a decision by Friday at noon. If I do not hear from you by then, I will proceed as follows ..."

When you have an indecisive boss, it is imperative that you be proactive. Merely sitting back and hoping that your boss will change only ensures that she won't. Instead by taking a few simple actions, you can either lead her to decision, or at least ensure that her indecision does not further impair your ability to be a great performer.

Keep Leading from the Front,
Angie and Courtney — www.leadstar.us



FROM THE CERTIFICATION COMMITTEE...



In this month's article, I'll be focusing on the references that are available for candidates who are preparing for the November 2011 CAP or OM exam. The references are actual college texts used to write the examination questions. Candidates should use the latest edition (not more than two years old) of at least one of the references or similar college-level textbooks for each major subsection of the CAP examination. Note that many of the books are updated on an annual basis and titles are sometimes changed; using books by the same authors with slightly different titles is appropriate.

Following is the new CAP Exam Bibliography:

Author	Title	Publisher
Bateman, Thomas S. & Scott A. Snell	Management: The New Competitive Landscape	Irwin/McGraw Hill
Bovee and Thill	Business Communication Today	Pearson Prentice Hall
Calkins-Fulton, Patsy J	Technology & Procedures for Administrative Professionals	South-Western Publishing Co
Certo, Samuel	Supervision	Irwin/McGraw Hill
Dessler, Gary	Human Resource Management	Pearson Prentice Hall
Evans, Poppy and Mark A Thomas	Exploring the Elements of Design	Thomson Delmar Learning
Fulton-Calkins	The Administrative Professional Technology & Procedures	Thomson/South-Western
Graham, Lisa	Basics of Design: Layout & Typography for Beginners	Thomson Delmar Learning
Guffey, Mary Ellen	Essentials of Business Communication	South-Western Cengage
Horgren, Harrison, and Oliver	Accounting	Pearson Education
Norton, Peter	Computing Fundamentals	Glencoe McGraw Hill
Oliverio, Pasewark & White	The Office: Procedures and Technology	Prentice Hall Inc.
Read Judith and Mary Lea Ginn, Ju y	Records Management	Thomson/South-Western Publishing Pu
Robbins, Stephen P. and Mary Coulter	Management	Pearson Prentice Hall
Schermerhorn	Management	Wiley
Shelly, Cashman & Vermaat	Discovering Computers 2008 Complete	Thomson
Smith, Leila R.	English for Careers	Pearson Prentice Hall

For the new one-part Organizational Management Specialty Exam, following is the Bibliography.

Author	Title	Publisher
Bateman, Thomas S. & Scott A. Snell	Management: The New Competitive Landscape	Irwin/McGraw Hill
Bovee and Thill	Business Communication Today	Pearson Prentice Hall
David, Fred R	Strategic Management	Pearson Prentice Hall
Dessler, Gary	Human Resource Management	Pearson Prentice Hall
Guffey, Mary Ellen	Essentials of Business Communication	South-Western Cengage
Robbins, Stephen P. and Mary Coulter	Management	Pearson Prentice Hall
Robbins & Judge	Organizational Behavior	Pearson Prentice Hall
Schermerhorn	Management	Wiley

I hope you find this material useful as you pursue your professional credentials.
 Until next time,
 Betty Blodgett, CPS/CAP, Chair, Certification Committee

2010/2011 Certified Professional Secretary/ Certified Administrative Professional CPS/CAP Review Courses

Virginia Tech Richmond Center **Richmond, VA**



The Virginia Tech Richmond Center is offering review courses to prepare participants for the CPS/CAP exam. The entire program is offered in four modules that may be taken independently or together. The courses are consistent with the exam topics, are six weeks per module, and are held on **Thursday evenings (6:00-9:00 p.m.) at the Virginia Tech Richmond Center, 2810 Parham Rd., Suite 300, Richmond, VA 23294.** Participants taking the review courses receive personal, face-to-face training for the topics in the CPS/CAP certification exam. Rebecca Roan, CAP will be the instructor for Module 1, Office Systems and Technology beginning September 16th through October 21st.

The rewards for achieving certification are numerous, as attested by more than 65,000 Certified Professional Secretaries and Certified Administrative Professionals.

Schedule:

- Modules 1-4 are held on Thursday nights from 6:00 p.m. until 9:00 p.m.
- Module 1: Office Systems and Technology: September 16—October 21, 2010
- Module 2: Office Administration: November 4—December 16, 2010
- Module 3: Management: January 6—February 10, 2011
- Module 4: Advanced Organizational Management: - March 31, 2011

Who Should Attend: Administrative assistants and office managers who would like to advance their careers, firmly establish their current positions, or enhance their expertise in the field by receiving the CPS/CAP credentials.

For More Information: Don't miss this important professional development opportunity! For more information regarding these courses, please contact Kathy Ely at kbely@vt.edu. Don't Delay, Take the Challenge Today!



COMMUNITY SERVICE COMMITTEE OUR PASSION TO SERVICE



Members of the Old Dominion Chapter's Community Service Committee gratefully acknowledge the continued and generous support of our chapter members for your donations to Safe Harbor. Your commitment to helping families weather the crises in their lives is appreciated by those who help them and, most importantly, by those who benefit from community support services and volunteers like us who care. On April 9 from 10:30 a.m. to 12:30 p.m., committee members will be addressing Easter cards for residents of the Virginia Home. All chapter members are invited to participate. Additional projects include our working with Ms. Beth Butner, Volunteer for Capital Diaper Bank's (CDB) Advisory Board and Diaper Drive Chair.

Committee members will be collaborating efforts along with CDB in collecting diapers to provide to the most at risk and vulnerable families in Central Virginia. CDB is a non-profit therapeutic child welfare organization. Through support from its member organizations, CDB collects disposable diapers and cash donations (used to purchase diapers in bulk) to distribute to families with children in need of assistance. Since 2007, CDB has distributed more than 130 cases of diapers to families in need. Although the "giving holidays for 2010" are passed, the needs of many continue as we welcomed in the New Year. Please help by joining us in providing CDB with additional boxes/cases for distribution. All size diapers are in need: premie, newborn, sizes 1-6, including pull-ups and unscented wipes. Donations will be collected at the March 15 chapter meeting.

As part of an ongoing effort to support Safe Harbor, committee members will also be accepting donated items from Safe Harbor's Wish List at the March 15 meeting. March was designated to receiving personal items such as hair care products, deodorant, along with items of great need, which incidentally includes diapers. Ms. Angela Verdery, MSW Public Information Manger for Safe Harbor has accepted the Community Service Committee's invitation to speak at the chapter's March 15 meeting to provide additional information about Safe Harbor and answer any questions you may have. For additional information on other items, you may wish to donate, visit the resource center's website at www.safeharborshelter.com to view its Wish List. For more information about Capital Diaper Bank, you can contact the organization at capitaldiaperbk@hotmail.com or visit their website at www.capitaldiaperbank.org.

If you have any questions or want to participate in upcoming community service projects along with members of the Community Service Committee, please contact me at 501-4206.

Community Service Members: Lana Agostini, Valerie Pegues-Johnson, and Raquel Evans.

Roslyn Goode,
Community Service Chair

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

Newsletter Editor/Desktop Publisher
Cynthia Robinson, CAP
rob12@co.henrico.va.us
cynthia.robinson.cap@gmail.com