



F I R S T C O A S T C H A P T E R

President's Place

CHAPTER OFFICERS:

- **President:**
Iris Ojeda CAP
- **Vice President:**
Patti Reed CAP
- **Secretary:**
Robin Henderson
- **Treasurer:**
Liz Ingraham CAP

COMMITTEE CHAIRS:

- **Audit**
Brenda Deavers
- **Awards/Recognition & Mayoral Proclamation**
Elaine Boccio
- **By-Laws & Standing Rules**
Robin Henderson
- **Certification & Programs**
Patti Reed CAP
- **Community Service**
Debbie Latek
- **Historian, Photographer/APW/ UNF**
Shirley Durrant CPS/CAP
- **Membership & Assembly**
Julie Smith
- **Newsletter & Hallmark**
Denise Pusateri CPS/CAP
- **Nominations**
Marrer Mayshack/Marilyn Benjamin
- **Parliamentarian**
Brenda Minier
- **Public Relations**
Valerie Seagraves
- **Retirement Trust Fund**
Donna Burtnett
- **Scholarship**
Linda Johnson
- **Student Chapter**
TBD
- **Ways and Means & APW Lunch**
Linda Montonera
- **Web Master**
Brenda Minier

If you are interested in serving as a committee chair or helping on a committee, please contact Iris Ojeda CAP at iris.iaap@yahoo.com.

I am very excited about the upcoming LEC in Cocoa Beach on September 10–11. It is quite an honor to be chosen as one of the event speakers. I will be discussing mentoring and member orientation, two areas near and dear to our Julie Smith.

For the first time in First Coast's history, Julie is unable to attend an IAAP function due to obligations at work. She has graciously provided all the data for me to share with those who attend the session. Julie will definitely be missed, but I promised to present her "babies" proudly.

Nine (9) First Coast Chapter members are attending LEC this year. The Chapter is filling Division meetings proudly but there's always room for more! If you are interested, contact me as soon as possible.

In mid-September, we will begin putting together the official committees for the 2012 FDAM planning. First Coast will be sponsoring and distributing the first FDAM fundraisers at next month's LEC. We will be selling tickets for a free registration. Tickets will be on sale at all First Coast Events starting with the September Chapter meeting, and all Division Events. A \$5.00 ticket can you win your 2012 FDAM registration!

Below is the group picture taken at FDAM. It is posted on our website, as well as on my Facebook group, IAAP. Interested in keeping up with the Facebook group? Send me a friend invite, Iris Ojeda CAP. I will be updating lots of information as the planning of the 2012 FDAM Event gets underway.



Iris Ojeda CAP
Chapter President
iris.iaap@yahoo.com

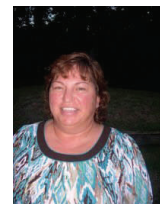
Vice President's Voice

At our Chapter meeting this month we learned that Social Media is not just a fad, but a revolution with global impact on how we communicate and will continue to communicate for years to come. Bob Haataia, our guest speaker and an IBM Executive for the Electronic Service Agent and Distinguished Toastmaster, talked about the importance of social media and the opportunities it affords all of us to make a positive impact on others through this communication channel. The video he presented had some mind boggling statistics like, 1 out of 8 couples in the US met via social media, or if Facebook were a country, it would be the third largest. Facts that impact businesses like 80% of companies use social media for recruitment, and that 95% of those companies used LinkedIn. The most important message he talked about was what you want to communicate to others and what you want others to know about you. Once that is decided, then getting connected is easy. While some still remain hesitant to join the social media revolution, others were intrigued and left with a feeling that this venue can add value as a professional tool, then a soap opera update. For a copy of the presentation or to watch the video, go to the members' page of our website and click on the links.

Continuing your education should be important to you. The old adage, "You can't teach an old dog new tricks" is just that, an adage and not a true statement. One is never too old to learn. In today's ever-changing environment, we, as Administrative Professionals, need to keep all our skills honed like a finely tuned instrument. How do we do that with our busy schedules? We need to set our priorities and find balance between our professional and personal lives. One way to do that is to make a list of what you would like to accomplish personally and professionally; a sort of bucket list!! This list will give you a starting point of where you can begin to set your professional/personal goals. Last month I recommended the book titled "GOALS - The 10 Rules for Achieving Success". Rule # 3 states: Write Your Goals. "Written goals are catalyst, transforming agents for success and achievement. Yet, unlike umbrellas and pens, **unwritten goals almost always end in loss!**" This month I challenge you to write down your goals and begin the process of prioritizing them and your future.

As Education Chair for our Chapter, I have committed myself to finding training opportunities for our membership; thus, I have found some affordable training available on our International site. This month I want to share with you the **OPTIONS Training** program available through HQ. The OPTIONS training programs are self-study courses consisting of 4 skills levels, each with 12 modules that you complete at your own pace. All levels focus on career and personal development, people and task skills. Each skill level cost \$199 to IAAP members and \$279 for non-members. That is less than a \$17 a month cost to members. Not a big expense to invest in your career. For our certified members, each module is worth 2 recertification points, or 24 points for the 12 month program. Have I piqued your interest? If so, log onto our International site, click on Professional Development, then OPTIONS Training for further details. I plan on making this training part of my DAP (Development Action Plan) at work this year.

This month's book recommendation is titled "The Power of Discipline, 7 ways it can change your life" by Brian Tracy. This book, like last month's selection, can be purchased at www.simpletruths.com. The cost is around \$16.00 and is jam-packed with information you need to keep focused on your goals. Remember the only one who can guarantee your continued development is you!



Patti Reed CAP
Chapter Vice-President

Secretary's Selection...

It is now August and with that typically comes back-to-school preparations. What a whirlwind these past few weeks have been in getting my ten-year old son ready for and acclimated to his new school. These are formative years for him and every other child as they continue to build the foundation for their career paths as adults, wherever they may land. As I am thinking about this, a light bulb in my head goes off and I realize what I am attempting to instill in my son is the exact same process I should be applying in my own career.

Each day my son and I talk about the day's events, what was good and what was not so good, but we also talk about ways to make tomorrow better. It is rewarding to see his eagerness to understand and make good choices. I encourage him to start each day with a positive attitude. It goes without saying that just as a child goes through this continuous learning process as part of their development, so should we as administrative assistants continue to grow both personally and professionally.

Career development should be approached as a fresh opportunity. Always look for the added value you can apply to your working life. Remember it does not have to always be monetary. Added value may include many intrinsic rewards, such as respect, responsibility, authority. A career should be an adventure, comprised of many different journeys taken along the way, always with a positive outlook through the sunny as well as stormy times. Finding the right path that will nurture those paths and reap the rewards as they are discovered and earned is key to the individual's success.

New research by OfficeTeam and IAAP as reported in *Business Management Daily*, shows that administrative assistants are now taking on responsibilities in areas such as cost control, technology, use of social media, hiring and corporate social responsibility. Specifically,

- 50% of managers say support staff play a role in helping their firms reduce spending;
- 32% have turned to administrative personnel for help with technology;
- 63% of administrative professionals have assisted in hiring other support staff at their firms;
- 83% say they've taken courses in accounting, budgeting, purchasing and negotiation when offered; and
- 94% reported that these classes have helped them be more cost-effective at work.

"Managers may be overlooking a valuable resource if they aren't tapping support staff to take on new projects," says OfficeTeam executive director Robert Hosking. And, he adds, "Administrative professionals must also proactively increase their workplace involvement. Doing so can boost their visibility and help them advance their careers."



Let's see...

- You want your boss's approval;
- You want your colleagues' respect;
- You want your company to succeed; and
- You want your career to advance.

So, you work harder. But, to make everything happen at once, you also have to work smarter.

Remember, Rome was not built in one day and neither are our careers. It is an evolution...one day, one-step, another day, another step...so go forth and carry on. The only limits are the ones we put on ourselves. Good luck to a renewed passion in your individual career development!



Robin Henderson
Chapter Secretary



MEMBER SPOTLIGHT



JOYCE A. JONES

Joyce A. Jones found IAAP through an internet search hoping to further her administrative professional growth and development. Once she found IAAP, she located the Jacksonville First Coast Chapter and joined immediately. As a new member, Joyce is eager to learn about the organization, grow within it and attract and mentor other admins on the same journey.

As a teenager, she was active in high school as a cheerleader, member of the pep squad and girls basketball. She is a fan of a variety of music – anything Motown from the 70's, classic and contemporary jazz and country! She enjoys live performances and favors comedies and suspense at the movies or on television.

Traveling, she says, is a favorite too!! She has to date visited the Great Smoky Mountains, Las Vegas, Bahamas, Grand Cayman Island and Hawaii, twice. She hiked to the top of Diamond Head during both trips. She visited the Islands of Maui, Kauai, The Big Island and the Island of Oahu. Her favorite spot was Mt. Haleakala on the Island of Maui. But, she says her very best trip was spending a week in Las Vegas celebrating a special birthday in July of 2008.

A native of Yulee, Florida, Joyce has family and friends living close by and has two adult children. She is involved in her community, having volunteered for several non-profit organizations, such as the Samaritan Clinic and Hope House. She has served on the Board of Directors of the Amelia Island Film Festival and currently serves as the Volunteer Coordinator for the Amelia Island Jazz Festival. She is a Volunteer Ambassador for the Amelia Island Chamber of Commerce, Rotarian, and volunteers and supports the Micah's Place Domestic Violence Shelter. In 2007, Joyce organized a city-wide Women's Empowerment Event & Concert raising awareness about domestic violence and HIV/AIDS in her community. In 2008, she was nominated for those efforts by Micah's Place Developmental Director, Katey Breen, and was selected as one of the PGA Tour Wives Association Champion honorees at The Players Championship at Sawgrass. She said it was a great experience!

Joyce has 28 years of administrative professional experience, starting at Little Talbot Island State Park in 1981. Her career has included advancing from Clerk Typist, Clerk Typist Specialist, Senior Clerk, Secretary and Administrative Assistant to her current position of Executive Assistant. Joyce says she enjoys her work and the people she works with at Sutton Place Behavioral Health, Inc. in Yulee. She reports to the CEO and other Senior Staff, including the Medical Director, the Board of Directors' President, and other board members as needed.

Joyce confesses that she is excited about the next phase of her life and career that includes a commitment to life-long learning – increasing her knowledge and skills. She is anxious to broaden her horizons, striving to be more goal-oriented, career-minded and focused. In an effort to meet those goals, she has completed training on Supervision and Leadership, Project Management Basics, Managing Teams, Management & Leadership Skills for First Time Managers, Financial Management for Non-Financial Staff, Coaching and Mentoring, Problem Solving Solutions in the Workplace and Building Better Team Communication. Just recently she attended a two-day Conference for Administrative Professionals. On a personal basis, she is focusing on health/fitness; and, professionally, she is studying for the Certified Administrative Professional (CAP) designation in 2011. Welcome to First Coast, Joyce!



The Parliamentarian Quest

The last writing introduced a few of the common terms used in parliamentary procedure. One of them was “**Motion.**” Motions help the organization make group decisions. A motion is a proposal made by a member that the organization consider something. Only one motion is to be considered at a time.

Motions are to be handled in a fair and consistent manner. Here is a review of the **procedure for handling a motion** as explained by my guide, Robert– *Robert’s Rules of Order, Newly Revised, 10th Edition*:

1. A member seeks permission to speak (obtain the floor) by raising a hand or standing. The member remains quiet while waiting recognition. To address the chair, say “Mr./Madam President or Mr./Madam Chair.”
2. The chair recognizes the member, giving them permission to speak. Now the member has obtained the floor. Once a member is recognized, the group is to extend common courtesy to allow members to speak without interrupting.
3. The member makes the motion or proposal saying, "I move that/to..."
4. For a motion to be considered, it has to be seconded. Another member seconds the motion by saying, “I second it,” “I second the motion,” or just “second” without having to stand or wait to be recognized. The chair must hear a second or the motion is lost.
5. The chair states the motion for all to hear by saying, "It is moved and seconded that"
6. The members debate the motion discussing the pros and cons of the motion. The maker of the motion can speak first. Debate must be germane (pertinent to the same subject). A member can speak twice on the same question. However, if there is a member that has not yet spoken to that question and wants to do so, the member that already spoke may not do so.
7. The chair puts the question on adopting the motion to a vote. This can be done by saying “all in favor say aye” and “all opposed say no.” The question can also be put to vote by saying, “those in favor, raise your hand; those opposed, raise your hand” with a vote count taken for each.

The chair announces the vote result saying the “ayes” have it and the motion is adopted or the “noes” have it and the motion is lost/defeated. For a motion that is adopted, the chair explains the action to be taken and who is responsible to act on the motion that is passed.

As I mentioned at the beginning, only one motion is to be considered at a time. Motions have an order of precedence and not all motions require a second. If a lower ranking motion is made while a higher ranking motion is pending, the chair needs to address the situation. Next time, we’ll see what Robert has to say regarding the chronological order for ranking motions.

Submitted by Brenda Minier, Parliamentarian



Thank you to Cruise Planners for sponsoring our August Chapter Meeting



♥ *PSI PAGE* ♥

PSI Mandarin Center

3933 Pritmore Road
Jacksonville, FL 32257

**First Coast Chapter has PSI Mandarin Center as its Permanent
“Community Service”.**

PSI Mandarin Center (PSIMC), an independent living facility, was named after our Chapter since we were once Professional Secretaries International (PSI). Although our name was changed, we continue our dedication to help PSIMC residents and have been affiliated by either a previous IAAP Chapter and/or Members-At-Large since 1983.

PSIMC Advisory Board held its first meeting for the new fiscal year on July 14, 2010. New Chapter PSIMC Advisory Board members are **Denise Pusateri CPS/CAP** and **Linda Johnson**. Welcome and thanks for your commitment!!



Pictured beginning on the left is Betty Dunham, Resident Association Treasurer; Denise Pusateri, standing in the background; Ginger McGee, Resident Association President, seated; and Gayle Angell, CPS/CAP. Not pictured are Smokey Turrell, Vice President, and Mary Kane, Secretary.

Gayle Angell CPS, Jean Smith CPS and Ruth Davis CPS/CAP are Members-At-Large and remain on the Board. Gayle serves as Treasurer, while Ruth serves as Secretary. **Shirley Durrant CPS/CAP** will serve as the Board's President for a two-year term. **Debbie Latek**, previous board member, has completed her tenure and is Community Service Chairman for First Coast Chapter. She will continue to participate as time allows. Debbie, thanks for your time and effort!

Deborah Campbell, the Center's Director, dropped in to say hello and wish the Board well as they plan this upcoming fiscal year's events. The Board is off to a good start with an ice cream social “Sunday Sundaes Social” on August 15 and a “Chili Halloween Night” on October 25. Plans are also in the works for a Christmas Potluck and Resident of The Year election. Watch your newsletter for upcoming event dates and times.

A special thanks to **Deborah Davis** for the page layout!!!

Submitted by: Shirley Durrant CPS/CAP

A Good Reference: Worth Its Weight in Gold

A good resume and in-person interview may put you in the running for that long-awaited position, but a new survey suggests that your references could be the real deal maker — or breaker — when it comes to landing the job. Hiring managers we polled said they remove more than one-fifth of candidates from consideration after speaking to their professional contacts.

To set yourself apart from the competition, assemble a solid group of references who can persuasively communicate your qualifications and professional attributes. Here are some additional tips for creating a reference list that works in your favor:

- **Select carefully.** Choose people who can discuss your abilities and experience that directly relate to the position you're vying for. Offer a variety of individuals who can speak about different aspects of your professional life. For example, a peer may be able to talk about your collaboration skills, while a past direct report can address your management style.
- **Alert your contacts.** Always ask potential contacts for permission to include them as references. Be sure to provide them with a copy of your most up-to-date resume and the job description of the position you seek, as well as the name of the person who will likely reach out to them.
- **Think ahead.** Gather contact information for all your references before you start interviewing with potential employers. Be sure you have their full names, titles, daytime phone numbers and e-mail addresses. Also, a short description of your relationship with each individual can help the person making the reference calls. Consider supplying more references than are requested in case the hiring manager can't get in touch with one of your contacts and needs to move on.
- **Think creatively.** It is not uncommon for employers to seek out additional contacts by going online or tapping their own networks. Since you never know who a hiring manager might reach out to, you should remain on good terms with your past supervisors and colleagues, if possible. Also be selective about who's in your online network on sites such as LinkedIn.
- **Have an attitude of gratitude.** Thank those who agree to serve as references, even if they aren't contacted by employers. Keep them updated on your job search and offer to return the favor by providing a recommendation should they need one.

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

IAAP 2011 Cruise to Mexico! March 31, 2011 - 4 nights

Prices start at \$357.30pp *Prices INCLUDE port charges and taxes!!!!*

"Cruisin', The Way to Go to Mexico" Carnival Cruise Line, Ship: Inspiration



March 31-April 4, 2011 Ports of Call:

Thursday:	Check-in Port of Tampa, FL	11:00am
Friday:	Fun Day At Sea!	
Saturday:	Cozumel, Mexico	8:00am-7:00pm
Sunday:	Fun Day At Sea!	
Monday:	Arrive at Port of Tampa, FL	8:00am

Inside cabins \$357.30 pp; Ocean View cabins \$407.30 pp;
Prices based on double occupancy & include port charges & taxes!
Price includes a special one-hour FREE cocktail party!

- * Balconies, Mini-Suites & Suites available! Call for details.
- * Cabins for 3-5 people available and require full \$150 pp deposit when booked. Call for details.
- * Carnival is not currently charging a fuel surcharge but this might change if fuel prices go up.
- * Initial deposit of \$25pp, due 5-7-2010; 2nd deposit \$150pp due by 11-1-2010. Balance due 1-15-2011.
- * Register by emailing YourCruiseAgents@aol.com or call 904-322-7691 or toll free 866-499-4074.
- * Visit the website www.YourCruiseAgents.com
- * Sponsored by: First Coast Chapter - IAAP www.iaapfirstcoast.com

Upcoming Events	
September 07	Board/Committee Chairs Meeting
September 08	PSI Mandarin Board Meeting—Planning for Yard Sale / ROTY
September 10 & 11	Learning Education Conference (LEC) Location: Cocoa Beach
September 21	Membership Meeting Program: Time Management: Time is on Your Side Presented by: Lindsay Lynch, Division Director, Office Team Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax
October 05	Board/Committee Chairs Meeting
October 19	Membership Meeting Program: Life Planning from your 20's to 100's Presented by: Candy Puls Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax
October 25	PSI Mandarin Chili Potluck
November 02	Board/Committee Chairs Meeting
November 05 & 06	CAP/CPS Exam—BEST OF LUCK!!!!
November 16	Membership Meeting Program: Handling Negative People...Are You One? Presented by: Betty Green Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax



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CERTIFICATION NEWS

Future CPS & CAP Exam Dates and Deadlines

Following are the dates and deadlines for future CPS and CAP exam administrations:

Payment Dead Line	Test Dates
August 15, 2010 (passed)	November 5-6, 2010
February 15, 2011	May 6—7, 2011

Certification classes for the November 2010 test have begun and there is still time to join. Contact Patti Reed CAP at patti.reed@chase.com for additional information.