



I N T E R N A T I O N A L

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**
Winona Goff/Marrer Mayshack
- **Parliamentarian**
Brenda Minier
- **Public Relations**
Valerie Segraves
- **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.

Welcome membership and visitors. Fall has arrived in the beautiful city of Jacksonville.

We are gearing up to all the fall activities, FCC yard sale, PSI's Halloween Night, PSI Yard Sale. FCC Yard Sales has been approved for Saturday, November 13, 2010 at the Gator Store located at 6139 Beach Blvd, Jacksonville. Leadership at Brooks Rehabilitative Hospital again has given us the opportunity for a wonderful location for our scholarship Fund Raiser.

PSI's Chili Halloween night is scheduled for October 25th. The residents of the assisted living facility are welcoming membership to attend. They provide the Chili; we provide the deserts, games and prizes. This year, Keri Kidder, CAP, has offered to donate many of the prizes to be distributed to the residents. FCC membership will stuff bags, man the games and enjoy in the fun with the residents.

November 5th and 6th is Certification test. FCC has a few members taking the test. Best of luck, we are very proud of you for attempting and will celebrate your accomplishment once the results are in.

November 6th is the Belk Charity sale. We have distributed 150 tickets for sale with the profits going to the chapter.

Florida Division should be close to providing us with the details for the 2012 Annual Meeting. Once the information is received, we will begin the kick off of the planning for this event. We will make Division proud.

Our First Coast Chapter calendar has been updated to include the educational programs for the year.

We have also created our Marketing Plan for the year. We will market our chapter and our organization with the enthusiasm that we have for our chosen professions.

Remember to check our site often as updates are made often.

To my fellow Latin's, happy Hispanic Heritage Month. Be proud of your cultures, regardless of what it may be!



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

Vice President's Voice

LEC (Leadership Education Conference) is one of the many ways the Florida Division of IAAP assists you with education and networking. Our Chapter had great representation at this year's LEC and came back with lots of new tips and tricks about our roles within our Chapter, as well professional growth.

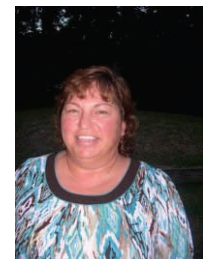
One of the key points I took away from this year's LEC was given by Susan Dame CPS, Florida Division Web Master. Susan's presentation subject was the IAAP Web Community. She encouraged all of those in attendance to use the Florida Division Web Community as a resource tool. I will be honest; I was not excited to join anything before this seminar. Why would I want to inundate my inbox with more emails? Well, I can honestly say I am very excited that I did come home and access the presentation Susan put on the Florida Division website. After logging on to the website, I now receive daily updates from the eGroups which I have chosen. Yes, I did say daily. So how did I do this? Just open the Florida Division home page and follow these prompts: About Us>Division Documents and you will be able to view the page with all of the documents/presentations that were offered at the LEC. I strongly encourage you to join eGroups in which you have an interest and sign up for how often you want to receive updates.

That is how I found out about the **FREE** PowerPoint Webinar that is being offered; and yes, it is worth Recertification Points for those members who are certified. You only need to obtain a certificate of completion from the host who, according to the information available from the Education eGroup, is more than willing to send information to you at the end of the series. The link to sign up for the webinar is <http://www.outstandingpresentationsworkshop.com/>. This is a **FREE 8-week** webinar that started September 15, 2010, however, do not let that discourage you to sign up now; it is not too late.



Another neat tool I found on the Florida Division Website is **FREE** podcasts. Again, the key word being **FREE**. Go to the Florida Division home page and at the bottom right is a short introduction and link to the podcasts. Click on the link and it will take you to the page which lists the subjects that you can download to your Ipod, Ipad, or just listen to on your computer. The topics range from communication skills, leadership skills and interpersonal skills. Again, this is another tool for our use and to help us grow as professionals in our field.

This month's book note comes from "The Power of Focus for Women" by husband and wife team, Fran & Les Hewitt. This is an interactive book, the type on which is difficult to stay focused. However, I know that focus is an area upon which I need to improve. I challenge each of you to find an opportunity that you know is a weak spot and take the initiative to become better. There are many resources out there on both the Florida Division and the International websites. All you have to do is click away.



Patti Reed CAP
Chapter Vice-President

Secretary's Selection ...

Greetings everyone! As we return from LEC (Leadership & Education Conference), we are reminded that in our profession we must always stay current and continue to learn. While in the Web Community portion of the LEC, Florida Division webmaster, Susan Dame CPS, shared how networking is truly beneficial, especially within IAAP. One of the topics I was particularly impressed with was the IAAP eGroup network. Upon my return home, I took advantage of my current "network" and obtained help from Elaine Boccio in signing up for the eGroups I felt would generate information useful to me. I have to say I honestly was not sure what to expect when I joined this group but I can tell you now that I am very glad I did! This networking vehicle is limitless in terms of the distance we can go and tap into people with vast skills and knowledge --- all at no charge!

One particular eGroup I subscribed to is the Educational Seminars and instantly learned of a FREE eight-week PowerPoint session. I have already tuned into the one-hour webinar given by author and designer, Nancy Duarte. Here are a few noteworthy takeaways from this particular session.

While we may think it is self-explanatory, Nancy provided her perspective on the difference between a document vs. presentation; documents are considered formal in nature and should only be given as handouts. The presentations should captivate the audience with images, not just words on the screen. Keep slides simple with only one message for each slide. It is perfectly acceptable to have white space without the typical "noise", i.e., background designs, clipart with explanations, etc. A general rule to follow for font size is if you can stand in the rear of the room and the text is legible, then you are good to go. If not, then rethink your font size. Each slide should contain no more than 88 words; however, Nancy prefers considerably fewer!

Nancy concluded her presentation by sharing a trade designer secret in how she shows clients a presentation on the projection screen while simultaneously using the laptop as a teleprompter, with her notes out of sight from the audience simply by changing one set-up view in PowerPoint.

For those of you interested in learning more about PowerPoint, below is a list of the remaining webinars. All are scheduled on Wednesdays at 4:00 pm EST.

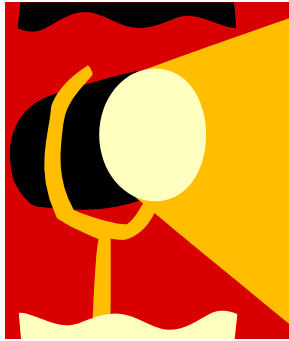
To register, click on this link <http://www.outstandingpresentationsworkshop.com>. Upon completion of your registration, you will receive an email confirmation with an individualized link giving you access to each webinar.

Special thanks to Elaine Boccio for her assistance in helping me recap our valuable learning.

Date	Speaker	
September 29, 2010	Olivia Mitchell	Blogger at Speaking about Presenting
October 06, 2010	Robert Lane	Author of Relational Presentation and Founder of Aspire Communications
October 13, 2010	Dana Bristol-Smith	Founder of Speak for Success and the Speak for Success Women's Leadership Institute
October 20, 2010	NO WEBINAR	N/A
October 27, 2010	Jim Endicott	President of Distinction Communication
November 03, 2010	Scott Schwertly	Author of How to Be a Presentation God and CEO of Ethos3
November 10, 2010	Ellen Finkelstein	Author of PowerPoint for Teachers and PowerPoint MVP



Robin Henderson
Chapter Secretary



MEMBER SPOTLIGHT



LIZ INGRAHAM

Elizabeth Ingraham CAP, known to everyone as “Liz”, joined IAAP as a Member-At-Large in January, 2006. She joined the First Coast Chapter in 2008. She works for St. Johns County in the Engineering Division as Office Manager. At least that is her official title. She is the only admin in the whole division, so you can imagine what that means – reception, mail clerk, filing clerk, accounts payable, accounts receivable, and admin assistant to the County Engineer and Assistant County Engineer and anyone else who asks nicely. Well you get it - anything and everything in the department. She is also secretary for the Employee Sunshine Network. Liz has been with St. Johns County for almost seven years now.

Liz was born Elizabeth Ann Lovesey in Oxfordshire, England, on her parent’s dairy farm. She has one brother, one sister and two cousins. Her grandparents lived next door and her aunt, uncle and two cousins lived two miles away and they were always together enjoying one another’s company.

Liz attended teacher’s training college but she and her teachers realized early on that it just wasn’t her thing, so she went to work as a clerk for the British Department of Social Security for three years, followed by two years with General Foods.

In 1978, she met Richard, who was in the United States Air Force stationed in England at the time. They married in 1980 and lived in Utah, Germany, and California until Richard’s retirement in 1993. They have two sons, Chris and Steve, who were both born in Germany. When they moved to California in 1990, Liz went to American River Community College and worked towards her Associates degree in Secretarial Office Administration, which she received in August 1993. They then moved to Wilmington, Ohio, where Liz worked for 10 years for Ohio State University Extension. Once both boys had graduated high school and moved on to University, Richard got itchy feet and decided to move to St. Augustine where they now live with their dog, Keely.

Liz obtained her Bachelors degree in Public Administration from Flagler College in December, 2007, and her CAP designation from IAAP in November 2008. She is also a notary public. She has recently become a lifetime member of the VFW Ladies Auxiliary and is Guard for Post 2391 in St. Augustine. She also belongs to a local gym and tries to work out regularly. Her other passion is reading novels, which she would do all the time if she were able. She loves to cook when she has the time and is always looking for new recipes.

Liz was the First Coast Chapter Scholarship Chair for 2009-2010. She is the Chapter Treasurer for 2010-2011. Liz achieved her Member of Excellence Award for 2009-2010. She loves going to meetings, and especially FDAM, LEC, Spring Conference and anything else she is able to attend with IAAP. Florida Division is abundant with wonderful people working hard to improve the working lives of admin professionals through networking and education.



The Parliamentary Quest

Submitted by Brenda Minier, Parliamentarian

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 know what is in order.

A Main Question or Motion is made to bring before the assembly any particular subject to be taken for consideration. No Main Motion can be made when any other question is being considered by the assembly. It takes precedence of nothing, and yields to all Privileged, Incidental and Subsidiary Questions.

Subsidiary or Secondary Motions relate to a Main Motion. It allows the assembly to dispose of it in the most appropriate manner. These motions take precedence of the Main Motion, and must be decided before the Main Motion can be acted upon. Privileged or Incidental Motions are handled before Main Motions.

The chronological order for ranking motions is shown below in accordance with the *Robert's Rules of Order, Newly Revised, 10th Edition*:

1	2	3	4	5	Motion
-	X	a	X	-	Fix the Time to which to Adjourn.
-	X	b	-	-	Adjourn.
-	X	c	X	-	Take a Recess.
-	X	-	-	-	Raise a Question of Privilege.
-	X	-	-	-	Call for the Orders of the Day.
-	-	-	-	-	Lay on the Table.
-	-	-	-	X	Previous Question.
-	-	-	-	X	Limit or Extend Limits of Debate.
X	-	-	X	-	Postpone to a Certain Time.
X	-	-	X	-	Commit or Refer.
X	-	-	X	-	Amend.
X	-	-	-	-	Postpone Indefinitely.
X	-	-	X	-	A Main Motion.

Columns:

1 - Debatable

2 - Usually Privileged. Privileged Questions are such as, on account of their importance, take precedence over all other questions whatever, and on account of this very privilege they are undebatable except when relating to the rights of the assembly or its members, as otherwise they could be used to seriously interrupt business.

3 - Not always privileged:

a - Privileged only when made while another question is pending, and in an assembly that has made no provision for another meeting on the same or the next day.

b - Loses its privileged character and is a main motion if in any way qualified, or if its effect, if adopted, is to dissolve the assembly without any provision for its meeting again.

c - Privileged only when made while other business is pending.

4 - Can be amended.

5 - Require a 2/3 vote for their adoption; the others require only a majority.

The above table includes subsidiary and privileged motions. A review of the seven subsidiary motions and how they can be applied to main motions will follow.

Chapter of Excellence

My name is Elaine Boccio and I am the Awards & Recognition Chairperson for the First Coast Chapter and would like to keep everyone informed about our “Pathways to Excellence” Program.

Over the last several months I have been encouraging all members to submit their bid for “Member of Excellence”.

This month I would like to enlighten everyone as to how the First Coast Chapter obtains our “Chapter of Excellence”. Some of the criteria changed and we now have two mandatory requirements this year.

All documentation is available for anyone to view on IAAP’s website: <http://pathways.iaap-hq.org/IAAPHQ/Pathways/ChapterofExcellence/Default.aspx>.

As a Chapter, we need to attain a minimum of 14 of the 19 criteria and then submit the information on-line. A “Chapter of Excellence” will receive a podium banner (first year), banner year patch, and either a \$100 IAAP gift certificate or a \$150 credit toward subscription to the IAAP Web Community.

Submissions are due by 11:59 pm on June 30th and are for the IAAP fiscal year (July 1st through June 30th).

The Florida Division consists of 27 Chapters and I am excited to say 14 of them have received their “Chapter of Excellence” award.

I am looking forward to assisting our Chapter in earning this prestigious award again for this fiscal year.

If anyone has questions, please feel free to send an e-mail to me at Elaine.Boccio@bcbsfl.com or talk to me at one of our Chapter Meetings.



Chapter of Excellence Revised, to take effect for 2010-2011 IAAP Year

*Note that beginning in July 2010, **Chapters have two (2) mandatory requirements** - #7 relates to Chapter budgets and ensuring members receive the information regularly; #15 states that Chapters will hold at least one (1) member recruitment session during the year. Failure to achieve Criteria #7 and Criteria #15 – regardless of how many other criteria are met – will prevent the Chapter from achieving the Chapter of Excellence designation. Revisions and clarifications to the original criteria are identified by bold text. **Revised Criteria as of July 1, 2010***

A Chapter of Excellence (COE) will receive a podium banner (first year) and in subsequent years will receive a banner year patch. Each year, the COE award will also include either a **\$100 IAAP gift certificate** or a \$150 credit toward subscription to the IAAP Web Community.

A Chapter of Excellence will attain a minimum of 14 of the following 19 criteria; **Criteria #7 and #15 shall be mandatory requirements.**

1. Sixty percent (60%) of the Chapter meetings offer recertification points.
2. At least one (1) member of the chapter obtains their CPS and/or CAP certification during the current IAAP fiscal year.

Chapter of Excellence...cont'd.

3. **Download the Chapter of Excellence Commitment form; sign and date the form.**
4. Publish at least six (6) newsletters/e-newsletters.
5. Participate in the IAAP Web Community **by hosting Chapter's website on the IAAP Web Community.**
6. Publish an annual meeting calendar with education and/or training topics **by October 1st** and establish marketing plan to encourage members to attend Chapter, Division and International meetings and events.
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the Division Treasurer. **This criterion is a mandatory requirement.**
8. Maintain a full slate of officers (min. four offices); maintain committee chairs for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chair listing to HQ by July 01 deadline.
9. A minimum of four (4) officers and chairs of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.
10. Send a delegate to the Division Annual Meeting and send a delegate or submit a proxy to the International Convention and Education Forum.
11. At least one (1) member serves in a Division office or committee; or serves on an international committee; or as an international officer or as an RTF Trustee.
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event.
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program.
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80%.
15. Conduct at least one (1) Member Recruitment Meeting. **This criterion is a mandatory requirement.**
16. Conduct new member orientation program.
17. Achieve a net membership increase of at least 12 percent (min. required is a net increase of three members).
18. Sponsor a new IAAP Professional Chapter or Student Chapter.

Thank you to Zoes Kitchen for sponsoring our September Chapter Meeting



Temporary Work: An Overlooked Option?

As companies bounce back from the downturn, they are adding new staff. But many aren't yet able to hire full-time workers, so they are turning to temporary professionals instead. Some job seekers overlook temporary work, largely because of persistent myths about what it does or does not entail. Here are four myths commonly associated with temporary work and the realities behind them. Don't let the following misconceptions stop you from considering a potentially beneficial interim opportunity.

Myth #1: Temporary work doesn't look good on a resume.

Reality: Temporary assignments can — and should — be assets on your resume. List the staffing firm as your employer and then describe the job duties you have performed for various companies. Experience gained through interim assignments can often boost your qualifications in the eyes of a potential employer.

Myth #2: Temporary work will interfere with my search for a full-time position.

Reality: Many businesses view interim engagements as a way to evaluate individuals for full-time roles and often hire temporary workers they've had an opportunity to observe firsthand. Project work also allows you to enhance your skill set, make new contacts and earn an income while continuing your search for a full-time job.

Myth #3: Temporary assignments don't offer competitive compensation.

Reality: Temporary and contract positions typically offer rates on par with salaried ones, and individuals with the most sought-after skills can often command a premium.

Myth #4: Working with a staffing firm will cost me money.

Reality: Respectable staffing firms never charge candidates for their services. All the fees are covered by the company that is hiring.

If you decide to pursue temporary work, register with a staffing firm that specializes in the administrative field. Representatives from these companies have deep networks within the local business community. They can truly understand your professional preferences and goals and can effectively market your qualifications to employers.

Submitted by OfficeTeam. 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. For more information, contact a staffing manager at (800) 804-8367

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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

Annual Yard

4th Annual IAAP Yard Sale
benefiting a local college
student with a \$500
scholarship. Come early
before the good stuff goes!!!
All items left at close, will be
donated to Goodwill.

I N T E R N A T I O N A L
A S S O C I A T I O N
O F
A D M I N I S T R A T I V E
P R O F E S S I O N A L S

▶ **SATURDAY**
11/13/2010

▶ **7AM-3PM**

The Gator Stuff
Store

6139 Beach Blvd

Jacksonville

(Intersection of
Hickman Rd and

Household Items

Games

Clothing

Electronics

Toys

Books



I N T E R N A T I O N A L
A S S O C I A T I O N
O F
A D M I N I S T R A T I V E
P R O F E S S I O N A L S

Box 23728

**International Association of
Administrative Professionals®**
First Coast Chapter

Chapter President
Iris Ojeda CAP
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**PASSION &
PURPOSE**
FIRST COAST CHAPTER

Upcoming Events	
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: Maximizing the Use of Office Technologies Presented by: Jeremy Weil - Copy Fax Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax
October 25	PSI Mandarin Center, 6:00 p.m. "Chili Halloween Night" Potluck dinner with games and grab bag prized for residents
November 02	Board/Committee Chairs Meeting
November 05 & 06	CAP/CPS Exam—BEST OF LUCK!!!
November 06	Belk's Charity Sale
November 06	PSI Mandarin Center Yard Sale, 9:00 a.m. to 1:00 p.m. Will feature FCC's wonderful Walking Taco Salad
November 13	First Coast Chapter Yard Sale to benefit our annual scholarship 7am to 3pm, Gator Store, 6139 Beach Blvd. Jacksonville. Contact Iris Ojeda CAP iris.iaap@yahoo.com, for more information
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



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

February 15, 2011

Test Dates

November 5-6, 2010

May 6—7, 2011

Contact Patti Reed CAP at patti.reed@chase.com for information regarding certification classes.