



First Coast Flash

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

PRESIDENT'S CORNER



CHAPTER OFFICERS:

- **President:**
Julie Smith
- **President-Elect**
Michelle Smitherman
- **Vice President:**
Shirley Durrant CPS/CAP
- **Secretary:**
Donna Burtnett
- **Treasurer:**
Brenda Deavers

COMMITTEE CHAIRS:

- **Membership:**
Brenda Deavers
- **Membership Directory:**
Iris Ojeda
- **Membership Historian:**
Caroline Fleet
- **Membership Student Chapter:**
Patricia Garrett, FCCJ
- **Audit // Newsletter // Scholarship**
Kathy Lynch CPS/CAP
- **Awards/Recognition:**
Iris Ojeda
- **By-Law & Standing Rules:**
Shirley Durrant CPS/CAP
- **Certification:**
Ruth Davis CPS/CAP
- **Community Service:**
Caroline Fleet & Deborah Latek
- **Nomination:**
Open
- **Program:**
Patti Reed & Michelle Smitherman
- **Socialization/Hospitality:**
Open
- **Ways & Means:**
Patti Reed, Julie Smith
Shirley Durrant CAP
- **Website:**
Jan MacLean

GREAT NEWS! – We have until November 1 to get our \$50 per person deposit in for the IAAP Cruizin' trip to the Bahamas!! What a great, fun-filled way to network with others. We have chapters joining us from Tennessee and Georgia. Remember it is not limited to IAAP members, you can share our event with family members, friends, co-workers, neighbors, friends at church – everywhere!! **Get your deposit of only \$50 per person in as soon as possible and be sure to start your passport paperwork if you do not have one. It is taking 3-5 mos. to get passports back!**

Be sure to check our website regularly for other exciting news and events as they are planned www.iaapfirstcoast.com We will have all event updates, newsletters and other great updates for you.

Bosses' Appreciation Dinner!

We hope to see you at our October 16 First Coast Chapter meeting. The meeting is at the modular classroom behind the Brooks Hospital – on the East side of Hickman Road. Enter Hickman Road off of Beach Blvd. (runs between the Gator Office Supply and Brooks Hospital.) **We have been approved for me to swipe my card giving you access to the paved employee parking lot to the south of the classroom – so I or someone will be there to let you in. There is a back entrance to the classroom you may use.**

Yard Sale (rain date) – We were rained out – the new date is Saturday, November 10 at the K-Mart on Beach Blvd. Contact Patti Reed (Work: 866-6024 or Home 645-3711) if you have questions and can work with us as well. Plan to donate items for our yard sale, come and help work the yard sale AND / OR stop by and shop!

Julie Smith
First Coast Chapter President
Julie.Smith@brookshealth.org



VP VOICE



Wow! 2007 continues to march forward. In June, First Coast Chapter members elected officers for the 2007-2008 year. In July, the Florida Division also elected officers for 2007-2008. Each year Florida Division presents a Leadership Education Conference (LEC) for all newly elected chapter and division officers. Attendance at the LEC is also opened up to any IAAP member interested in attending.

This year, Julie Smith (Chapter President), Ruth Davis, CPS/CAP (Certification Chair), Jan MacLean, (Chapter Webmaster) and I made the trip to Buena Vista, Florida on September 22 to attend the LEC.

We met at Wachovia Bank and hit the road about 3:00 p.m., on Friday, September 21. Along the way we took a detour for dinner at a Red Lobster—the meal was great and the company even better! Dinner had a bit of an exotic flare when we were served by a very accommodating foreign-speaking server.

We continued our journey and looked forward to checking into our hotel and participating in the Friday evening activities. The festivities started out with a “Naming Game” where attendees had to match baby pictures with the appropriate current Division Board members. While our effort was sincere—we didn’t match too many successfully.

An annual event each year at LEC is the “Sock Hop.” We were not disappointed, as usual it was a blast with IAAP members just letting go! Julie even danced — *once* — with a man — he was a hoot as well as a great dancer. Her dance partner was quite the “ladies” man and enjoyed dancing with as many members as he could.

An ice-breaker opened the meeting on Saturday. The activity required that all attendees make a book by folding an 8 1/2 x 11 paper in fourths. We were instructed to write a book about ourselves. Page one was the book title, a favorite song. Page 2 was to have birth place, work title and how many years at your current job. Page 3 was a picture of your family – yeaha, right – stick men...and page 4 was what you plan to do in your retirement. Then the little books were exchanged with all members at your table --- we have a lot in common!!

We earned five recertification points for attendance. The speakers were great with topics: “Taking the Heat: Building Strength Through Adversity” and “Contagious Confidence”. Rounding out the full day conference (9:00—4:00) were door prizes and an opportunity to “shop” at the chapters’ Ways & Means tables.

Energized with ideas, we made our way back home. A slight detour for supper found us at a little restaurant called “Hijackers” (a place Ruth and Shirley found last year). The food was good and there was even live entertainment. The most interesting thing besides the location was a beautiful mounted driftwood, that appeared to have a woman’s face, with flowing hair.

Interesting pointer: YOU are the average of the five people you hang out with most!!

Join us next time, the motel was \$54 each, with two in a room, and the cost of Leadership was \$79 – plan ahead, plan to go, get-a-way with friends – it is good for ya!!!



Julie Jan Shirley Ruth
Leadership & Education Conference 2007
First Coast Chapter attendees

Shirley Durrant CPS/CAP
First Coast Chapter Vice President
Shirley.Durrant@jaxport.com

Bosses' Day

October 16 is observed as “National Boss Day”

Did you ever wonder how the observance got started? Patricia Haroski, a secretary from Deerfield IL, originated National Boss Day in 1958. "I had worked for a large company and noticed that they never had a regular date set to pay tribute to our bosses," Haroski wrote in 1970. "I made inquiries, and through my network of secretaries, decided to establish a day in their honor. Reflecting on how my father had helped his white-collar daughters and sons many times with their problems concerning their work, I decided to register his birthday, October 16, as 'The Day.' In 1958, I gave it some authority by registering October 16 as National Boss Day with the U.S. Chamber of Commerce. In 1962, Illinois Governor Otto Kerner proclaimed the day. This observance is fun for our bosses, and they do a lot of smiling that day."

Common observances of National Boss Day (aka "Bosses Day") include giving a greeting card, gift, or some other token of appreciation to the "boss" (managers, supervisors or executives). Some organizations hold group activities such as executive appreciation events or boss-of-the-year presentations. Although the International Association of Administrative Professionals (IAAP) has never been officially involved as a sponsor of National Boss Day, many IAAP chapters hold executive appreciation events around this time.

The observance of National Boss Day is marked with some controversy in the United States. As with many holiday celebrations and other observances, it has become highly commercialized. This has caused some people to refer to it as a “Hallmark Holiday” - referencing Hallmark cards. It is very interesting to note that Hallmark did not begin making cards to observe National Boss Day until 1979 — more than 20 years after it was first observed and registered with the U.S. Chamber of Commerce in 1958!!

What makes a good boss? In a recent survey of [OfficePro](#)[®] magazine readers, more than two thirds of administrative professionals surveyed said they were satisfied working with their managers. Areas in which administrative professionals said their managers excel include:

- Being approachable
- Giving feedback and praise when warranted
- Communicating with other departments

IAAP offers the following tips on how the best bosses work most effectively with their administrative assistants:

- **Work with** your administrative assistant as a team -- and act accordingly
- **Listen.** Administrative assistants may have a better feel for the pulse of the workplace than their bosses
- **Communicate.** Offer instructions that are clear and precise. Try to take an opportunity each day to review tasks and needs with your administrative professional.
- **Work with** your administrative assistant as a team -- and act accordingly
- **Educate.** Offer training. Realize that technological and managerial training may help your administrative professional fill this changing role more effectively.
- **Empower.** Let your administrative professional be a manager. Give this person the authority and responsibility to fulfill a management role — **and** confirm this responsibility in the job description.
- **Appreciate.** Show appreciation for a job well done.

Food for thought...

“By working faithfully eight hours a day you may eventually get to be boss and work twelve hours a day,” and “The difference between a job and a career is the difference between forty and sixty hours a week.” ~ Robert Frost

“One measure of leadership is the caliber of people who choose to follow you.” ~ Dennis A. Peer
“Accomplishing the impossible means only that the boss will add it to your regular duties.” ~ Doug Larson



Knowledge Korner



What is the difference between “**managerial accounting**” and “**financial accounting**”?

- **Managerial Accounting** is concerned with providing information to managers **inside** an organization or company.
- **Financial Accounting** is concerned with providing information to stockholders, creditors, and others who are **outside** an organization or company.
- Additionally, managerial accounting provides essential data with which organizations are actually run. Financial accounting provides the scorecard by which a company’s past performance is judged.

Is “**Managerial Accounting**” required in a company? What about “**Financial Accounting**”?

Financial accounting is **required** — the Securities and Exchanges Commission (SEC) and tax authorities require periodic financial statements. Managerial accounting is not mandatory. Companies are free to do as much or as little managerial accounting as they wish. When determining if your management team should consider utilizing managerial accounting - one important question to consider is “Is the information that will be obtained through the process of managerial accounting useful” - rather than “Is the information required?”. If it is required—it falls under “Financial Accounting” and your company does not have a choice. If the information is deemed useful—your company has the option.

The statement of “**Financial Accounting**” being required by the SEC and tax authorities brings another question “What methods are acceptable for this type of accounting?”

All Financial accounting must be accomplished using what is known as “Generally Accepted Accounting Principles (GAAP). GAAP ensures external users of the data reported (SEC and tax authorities) that the data and reports have been prepared in accordance with some common set of ground rules. These established ground rules enhance comparability between companies and help reduce fraud and misrepresentation. Caution should be noted however, these reports do not always give information that is useful in internal decision making. For internal decision making—companies should utilize “Managerial Accounting.”

My management team often refers to terms such as “Just-in-Time” (JIT), “Total Quality Management (TQM), and “Theory of Constraints” (TOC). What do these terms mean?

- **Just-in-Time (JIT)** - typically is used in a production type environment and refers to a production system in which materials are purchased and units are produced only as needed to meet actual customer demand. For an analogy—think “Wendy’s Old Fashioned Hamburgers” - sandwiches are prepared to the customer specifications as they are ordered—not premade and waiting on a shelf (Yuck!)
- **Total Quality Management (TQM)** - This is again typically used in a production type environment—but is increasingly being used in all types of companies—production and service (think

banks). This type of management focuses on customers and/or end users and uses teams of front line workers to identify and solve problems as they occur. A good example of TQM in action is Southwest Airlines and their empowered employees who can solve problems as they occur such as issuing coupons for travel instead of having customers walk away angry and even worse - walk away forever.

- **Theory of Constraints (TOC):** This is a management approach that emphasizes managing constraints. The idea behind this is that by managing any constraints within your organization (i.e.—you cannot operate your company 24x7 because many workers are single parents; you must close on Sunday (i.e.—Chick Filet) - you can identify your operational processes and identify weak links—i.e.—your constraints. By identifying any constraints—management can work through process improvement. One way might be to add an “on-site” 24x7 day care facility for workers to use. Another would be to emphasize the positive impact of your workers getting a guaranteed day off each week (Sunday as in the case of Chick Filet) and further emphasizing the family values embraced by the Sunday closure—manages to negate any negative impact. By identifying possible weak links (i.e. constraints) - a company is empowered to continuous process improvement. This process improvement is realized in both manufacturing companies as well as service organizations.

September 2007—First Coast Chapter—Membership Meeting



Our September membership meeting brought Ms. Linda Deshauteurs, Distinguished Toastmaster and Division A Governor of Toastmasters International, to present during the program portion of the meeting. She is a member of the Toastmasters group at Washington Mutual (WAMU). Patti Reed is also a member.

Members listened as Linda presented information about Toastmasters International. She told us how the organization began in 1924 at a YMCA in Santa Ana, California and has grown to become a world leader in helping people become more competent and comfortable speaking in front of an audience. Toastmasters is a nonprofit organization and has nearly 220,000 members in more than 11,300 clubs and can be found in 90 countries. The organization offers a proven—and enjoyable—way to practice and hone communication and leadership skills.

Linda handed out two “tip sheets” ~ “10 Tips for Public Speaking” and “10 Biggest Public Speaking Mistakes.” These can be found on the website: www.toastmasters.org, along with other helpful free public information. She expanded on the “10 Biggest Public Speaking Mistakes” for members present.

After Linda’s presentation, Patti Reed was asked to give a short talk. Linda indicated that Patti had just given the same presentation to members of the Toastmasters group as part of her development as a Toastmaster. Patti gave a great talk about “Women and Heart Disease.” The talk hit home.



Linda then asked members for volunteers to participate in “Table Talk” - an exercise used in Toastmasters. The talks are 1-2 minutes and the subject is found on a card contained within a deck. The volunteers chose a card, formed thoughts and then spoke. Caroline Fleet, Jan MacLean, and Kathy Lynch were the brave chapter members who tried their luck at “Table Talk.” For more information about Toastmasters ... Visit www.toastmasters.org.

Thank you Linda for a great presentation!!!



MEMBER SPOTLIGHT

— a new Certification for Staci

Staci Magruder decided to join IAAP in April 2007 after receiving an “average” evaluation and feeling that she had made no professional accomplishments during 2006. She began to realize that she needed to expand her horizons as well as sharpen her administrative skills. Staci is an Executive Secretary at Nemours.

When Staci joined the First Coast Chapter, she already had registered for the May 2007 CPS certification exam. She sat for the exam in May and passed. Now that she has attained her CPS certification she feels a renewed energy and self-confidence. Achieving certification is one goal that she set for herself. Now she is studying for the CAP certification and plans to sit for the exam in November 2007.



Staci encourages us all to go for it – YOU CAN DO IT! She ordered the study guides from Prentice Hall, and studied mostly at night by the pool while the kiddies played. The study guides were a big help. The night before the test in May she just scanned through each study guide glancing briefly at some items that she had highlighted in order to refresh her memory. On the day of the test, each section is timed with built-in breaks at the end of each section. This gave her the opportunity to glance through the review books again before the start of the next section. She felt that many of the questions on the exam are things you probably already know through experience.

Staci feels that being able to pass the certification test boosted her self-esteem and actually made her want to learn even more. After she took the CPS exam, she signed up for the Accelerated Associates Degree in Business Administration through FCCJ. She encourages everyone to take the certification exams. She added, “I cannot explain how great you feel when it is done and you get your results – and YOU DID IT!! You want to shout to the world – so GO FOR IT – don’t let these opportunities slip through your fingers.”

Way to go Staci! Well earned and good luck with your degree program at FCCJ! Your fellow chapter members are rooting for you!

Future Exam Dates and Deadlines


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

Exam Dates:	Deadline Dates:
May 2-3, 2008	February 15, 2008
November 7-8, 2008	August 15, 2008

Part 4 of the CAP exam is administered on Friday afternoon. Parts 1-3 of the CPS and CAP exams are administered on Saturday.

Check it out College credits may be awarded by many community colleges for passing the CPS and CAP exams. FCCJ is one of the colleges offering possible credit equivalency!! For more information visit www.iaap-hq-org “Certification”

November 2007

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3 PSI Mandarin Garage Sale
					CAP Exam	CPS Exam
4	5	6 Board Meeting	7	8	9	10 Fall Chapter Yard Sale—Rain Date
11	12	13 Chapter Meet- ing	14	15	16	17
18	19	20	21	22 Happy Thanksgiving 	23	24
25	26	27	28	29	30	

IAAP Anniversaries
Kathy Lynch CPS/CAP—11 years
Mella Christian—1 Year
Lili High—1 Year



PSI Mandarin Garage Sale!
Come join us for this community project. Visit the website for more information. We can use all the "hands" available. And as an added bonus ... You will get to experience the famous "Walking Taco Salad!"



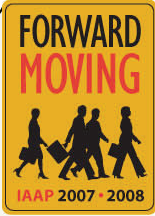
Rain Delay !!!!!
Fall Yard Sale
Due to heavy rains experienced during the week of the scheduled yard sale in October—we are now going to **Sell! Sell! Sell!** on November 10!
Donate your old decorations to the sale ... then you can buy new ones!

Are you ready to take the CPS or CAP exams? The next testing dates are: May 2 & 3, 2008. Application deadline is February 15, 2008. Don't wait — start your preparation now. For more information — visit www.iaap-hq.org or ask one of your chapter officers for more information!

December 2007

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4 Board Meeting	5 Happy Hanukkah 	6	7	8
9	10	11	12	13	14	15
16	17	18 Chapter Meeting	19	20	21	22
23	24	25 Merry Christmas 	26 Happy Kwanza 	27	28	29
30	31					





FIRST COAST CHAPTER, IAAP

CONFERENCE SPOTLIGHT

IAAP Annual Convention & Education Forum Future Dates/Sites

- 2008: New Orleans, Louisiana, July 27-30
Hilton Riverside
- 2009: Minneapolis, Minnesota, July 26-29,
Minneapolis Convention Center
- 2010: Boston, Massachusetts, July 18-21
Hynes Convention Center
- 2011: Montreal, Quebec, July 24-27
Montreal Convention Center
- 2012: Grapevine, Texas, July 22-25
Gaylord Texan Resort

FIRST COAST WHO'S WHO

President:
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(904) 858-7473

President-Elect
Michelle Smitherman
(904) 226-2522

Vice- President:
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(904) 357-3302

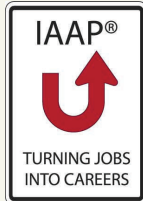
Secretary:
Donna Burtnett
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Treasurer:
Brenda Deavers
(904) 232-1799

Do YOU have items to add to the newsletter? Please let me or one of the Chapter Officers know what you'd like to add.

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First Coast Chapter - IAAP Schedule

Date	Event
October 16, 2007	Chapter Membership Meeting National Boss Day Celebration
October 27, 2007	Local Area Network (LAN) - hosted by First Coast Chapter
November 2 & 3, 2007	CPS/CAP Certification Testing Date
November 6, 2007	Board Meeting
November 10, 2007	Rain Date - Semi-Annual Yard Sale IAAP
November 13, 2007	Chapter Membership Meeting Survey for Upcoming Programs & Skills Classes
December 4, 2007	Board Meeting
December 18, 2007	Annual Holiday Party
2008	
January 8, 2008	Board Meeting
January 18, 2008	Chapter Membership Meeting Program: Skills Class - Tax Preparation
February 5, 2008	Board Meeting
February 15, 2008	CPS/CAP Certification Testing Application Deadline
February 19, 2008	Chapter Membership Meeting Program: How to Prevent Identity Theft
March 4, 2008	Board Meeting
March 18, 2008	Chapter Membership Meeting Program: Emotional Intelligence
April 1, 2008	Board Meeting
April 15, 2008	Chapter Membership Meeting Program: TBD
April 16, 2008	UNF Annual Administrative Conference
April 23, 2008	Administrative Professional's Day Luncheon
May 6, 2008	Board Meeting
May 15, 2008	"Cruizin with IAAP" - Chapter IAAP Bahamas Cruise
May 20, 2008	Chapter Membership Meeting Program: TBD

Welcome! Community Service Co-Chairs — Caroline Fleet and Debbie Latek, along with committee participants: Shirley Durrant, Ruth Davis, Julie Smith, Jan MacLean, and Linda Montonera. Keep in mind that all members are considered a part of this committee and your input, ideas and opinion are sincerely encouraged. *Please take a moment to share your thoughts and suggestions with the new Chairs!* We look forward to new and exciting ways to be involved in our community!

Membership Corner
Recruiting drive

- Every member who recruits a new member gets to pull from Grab Bag.
- Recruiting member is placed in drawing for gas card.
- New member is given a "Welcome Gift" from the Chapter.
- Chapter members who refer a new member get a chance at a quarterly drawing for a gas card!!!