



FIRST COAST CHAPTER

CHAPTER OFFICERS:

- **President:**
Iris Ojeda CAP
- **Vice President:**
Shirley Durrant CPS/CAP
- **Secretary:**
Linda Montonera
- **Treasurer:**
Jan MacLean CAP

COMMITTEE CHAIRS:

- **Audit**
Brenda Deavers
- **Scholarship**
Liz Ingraham CAP
- **Membership**
Julie Smith
- **Awards/Recognition**
Elaine Boccio
- **By-Law & Standing Rules and Ways & Means**
Keri Kidder CAP
- **Certification & Programs and Website**
Patti Reed CAP
- **Community Service:**
Debbie Latek
- **Audit:**
TBD
- **Newsletter:**
Denise Pusateri CPS/CAP
- **Parliamentarian**
Robin Henderson
- **Hospitality**
Debbie Lynott
- **Public Relations**
TBD
- **Nominations**
Brenda Minier
- **Student Chapter:**
Patricia Garrett, FCCJ

If you are interested in serving as a committee chair or helping on a committee, please contact Iris Ojeda.

PRESIDENT'S PLACE

Welcome to the February Newsletter. We just returned from Tampa where the Florida Learning And Networking (FLAN) meeting was held. There were a record 7 in attendance. It was a fabulous meeting which was hosted by the City Center Chapter. They did a wonderful job and we wish you could have all been there. Two of our newer members joined us, Robin Henderson and Elaine Boccio, they can attest that it was a great time.

Mayor John Peyton has signed out Mayoral Administrative Professionals Week and Day Proclamation. More information will follow in next months newsletter. Elaine, thanks for a great job. Along side of our proclamation, Florida Division secured the State of Florida Senator Charlie Crist's signature on the State Wide Administrative Professionals Proclamation. Both proclamations are on our website.

UNF has issued their flyer for the 25th Annual Administrative Conference. We worked together with UNF and many if not all the presentation being offered will be certification point eligible. Patti Reed CAP, did an awesome job working towards this important endeavor. If you have not yet received your invitation, you can find more information regarding this awesome event on our website.

We are in full swing for the APD/W luncheon to be held Wednesday April 21. Full information can be found on our website.

We will be kicking off the 2012 FDAM meetings soon. If interested in helping on one of the committees, please contact me so that we can appoint you your committee choice.

Nominations are still open. If you are interested in an officer position or a chair, more information can be found on our website as well as this newsletter.



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



VP Voice



The father of my children, George, and I ran a Phillips 66 Station back in the 70's. We pumped gas, sold tires, batteries, accessories, campers, boat trailers, V and flat bottom boats, along with crickets and worms. That George had the gift of gab, and could sell anything!

One day a man came by looking over the boats. George greeted him and they struck up a conversation. During George's sales pitch, attempting to convince the man he needed one of our boats, the shopper mentioned that there was no lighting, no attached lights and George responded "You don't need a light attached, just point a flashlight onto your teeth." The man took no evident offense to this smart remark – but...

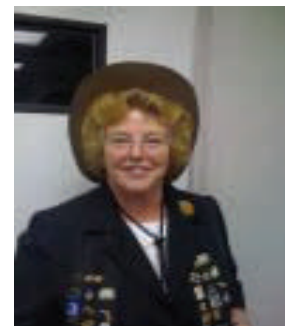
What goes round, comes round, and about a week later, George was sick, he was a sporadic drinker and had too many beers at some meeting and come home to momma. He was throwing up his socks in the bathroom and I, being the good little wife, tried to do something – anything to be helpful! I placed my knee gently in his back and placed a cold washcloth on his forehead as he hovered over the toilet bowl, heaving occasionally. In my efforts to be the caring and attentive wife, I knew not what else to do, so I flushed the toilet and was immediately attacked by an outraged husband – for what – he had a false plate for his two front teeth, and I had just flushed them down the toilet – he was devastated!

He snaked the toilet, he checked the pipes in the basement; he called the landlord to see if he could help locate his teeth. The landlord tried, to no avail, after un-coupling several of the basement drain pipes. It all led to the cesspool out back, which was the only alternative.

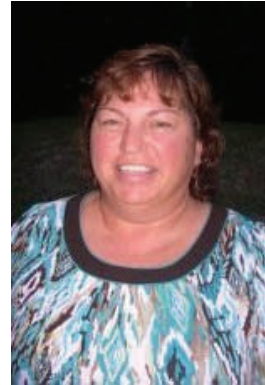
George spent hours using a deep fat fryer basket dipping, shaking and sifting through dung, trying to find his front teeth, and who, of all people, dropped by to talk about a boat – the man with extremely white teeth. That man guffawed at George's plight and said to him, you might want to shine a flashlight on the rest of your teeth to give yourself more light!

Payback complete! He went on to say that it would be worth another look at the basement pipes and off he went – and he found the teeth hooked just inside one of the drainpipes that the landlord had missed.

Goes to show ya, treat everyone the way you want to be treated!!
– till next time, I remain, Shirley D



**Shirley Durrant CPS/CAP
Chapter Vice-President**



Patti Reed CAP (Certified Administrative Professional) first heard of IAAP from her Mom, who has a friend that is involved in the Cape Cod Chapter. Patti was intrigued and researched the net for IAAP. She found, at the time, that there was no local chapter, so she joined as a Member-at-Large in 2005. In 2006, Patti received an email from Julie Smith that mentioned starting up a local chapter. At her first meeting, she was impressed with how the meeting was organized and she enjoyed the food (provided then, by Brooks). She signed on as a “charter” member of the First Coast Chapter (FCC)! From here on, she builds quite the repertoire!

In her first year, 06-07, Patti nominated Shirley Durrant for VP of the chapter; however Shirley would only agree if Patti would co-chair the Administrative Professionals’ Day luncheon with her, and she did. The luncheon was held at Maggiano’s and was a huge success – she said she had fun co-chairing the chapter’s very first annual luncheon! In the same year, Patti joined Michelle Smitherman CPS (Certified Professional Secretary) with programs and soon that developed into Patti’s chairing the chapter’s committee. She has always had a passion to teach, she said, and this was a good niche for her to develop contacts and expand her networking abilities.

Since 07-08, Patti led the Education/Program Committee, providing guest speakers for monthly meetings. Each year, speakers have been entertaining and focused on administrative support. She worked diligently to see that presentations were approved for re-certification points with IAAP headquarters. She said her goal was to have at least 10 of 12 meetings offer re-cert points for CPS and CAP designated members. Mrs. Reed has done an “above and beyond” job in this capacity!

May 2008, Patti earned the coveted CAP distinction. Also in 2008, she proposed to hold study groups for those members and non-members who wanted to take the certification test, offered twice a year. Patti networked with other area chapters on how they ran their study groups and pulled resources from IAAP Headquarters to aid in deciding how to facilitate her group. The first FCC study group started in July of 2008 and went through October 2008. The group started with 15 participants and for work and/or personal reasons, the group dwindled down to 6 dedicated members. Patti says she is very proud of the 5 members who passed on their first try and is extremely proud of the 6th student who re-focused/re-took the one of the four parts she did not pass, and passed it in November 2009 = ****6 out of 6** of**

Patti’s students, that took the test, passed the CPS/CAP test! This year’s study group begins in February and will continue weekly through October for those members, and non-members, who will take the CPS/CAP exam in November 2010. Patti is looking forward to facilitating the study group again. Kudos to our Chapter Teacher!

Fiscal year 09-10, Patti accepted the position of Webmaster for FCC and is learning all about maintaining and designing a web page. She appreciates her mentor and past Webmaster, Jan MacLean CAP, for this new skill set. While not involved with IAAP, Patti enjoys time with her family – husband, James, of 17 plus years, her 17 year old son, and 15 year old daughter. In her spare time, Patti enjoys outdoor activities: fishing, beaching it and reading.



FIRST COAST CHAPTER IAAP



2010 Officer Nomination Form

Officer elections will take place on May 18, 2010, at the chapter meeting. Names to be considered for the PRESIDENT – VICE PRESIDENT – SECRETARY – TREASURER office are being accepted. Please complete the form below if you would like to be considered for a position or if you wish to enter someone else's name. You can submit more than one person's name (yours included) for each position. Nominations can be emailed to brenda.minier@jax.ufl.edu or dropped in the Nominations Box at the meeting. **Deadline for submitting nominations is April 20, 2010.**

Nominating Committee please consider the following person as a candidate:

Name of Candidate: _____ Office Nominated To:

Candidate Contact Information: _____
Phone (Wk) Phone (Cell) Email

Nominated By: _____ Contact Info: _____
Phone & Email

In your opinion this candidate is qualified because (list any information/comments that will help the Nominating Committee):

2010 Committee Chair Interest Form

I am interested in being a **Committee Chairperson 2010-2011** term.
Please take me _____ into consideration for the following:

PRINT NAME

Financial Audit Awards/Recognition By-Laws & Standing Rules

Hospitality Programs/Education & Certification Website

Nominations Parliamentarian Community Service

Public Relations Newsletter Membership Scholarships

Student Chapter Ways & Means Other _____



FIRST COAST CHAPTER IAAP



COMMITTEES AND GOALS:

Being a Chair of a Committee is the first stepping stone to becoming an Officer in the First Coast Chapter.

Serve one term as a Committee Chair and then you can run for an Officer position.

Please let us know which Committee(s) you are interested in via a board member or filling out the Committee Chair Interest Form.

The Committee Chair positions start in June 2010!!!

Committee	Goals	Time Commitment Per Month to Chair (approx)
Administrative Professionals Day Proclamation	Organize Mayoral Proclamation event.	2 Hours Total
Administrative Professionals Week (APW) Events	Organize APD Luncheon: location, speaker, decorations, & theme.	10 Hours Total during APW Week in April
Administrative Professionals Week at UNF	Run the booth, handouts, drawings, & publications. AOTY & BOTY awards & process.	5 Hours Total during UNF Month in April Ongoing in March/April
Audit	Annual end of year audit of Treasure books.	2 Hours Total in November
Awards and Division Awards	Ensure all documents are completed and sent to Division, International and Office Team for various awards.	10 Hours Total during Awards Season
By-Laws, Standing Rules & Strategic Plan	Review Plan for necessary updates.	Ongoing
Community Service	Present a min 5 community service projects for the year and track attendance.	5 Hours Total
Historian Scrap Book	Maintain monthly historian book for Division Contest June 2011.	1 Hour Total
Hospitality	Create a distribution for cards for birthdays, anniversaries, thank you notes & sympathies. Provide icebreakers at meetings. Solicit vendors for meeting meals.	2 Hours Total

Visit the Chapter's website for more data



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Please let us know which Committee(s) you are interested in via a board member or filling out the Committee Chair Interest Form.

The Committee Chair positions start in June 2010!!!

Committee	Goals	Time Commitment Per Month to Chair (approx)
Nominating Committee	Ensure all nomination forms are completed and that bios are completed prior to election.	5 Hours Total in March/April
Newsletter	Update and maintain monthly newsletter for posting in the web-site.	2 Hours Total
Parliamentarian	Ensure proper meeting etiquette (Roberts Rules).	1 Hour Total
Programs & Education/ Certification	Encourage CAP/CPS certification. Establish mentoring for certification. Provide meaningful education programs/ speakers & provide avenues for CEU's.	10 Hours Total
Public Relations	Advertise Chapter existence & events through the press. Coordinate IAAP speaking engagements where applicable.	5 Hours Total
Reception	Ensure meeting location setup. Meet , greet members & guests. Ensure attendance roster is updated, tally monies received & source for Treasurer.	1 Hour Total
Scholarship	Work with local college to ensure Chapter funds are geared to a local student.	
Ways & Means	Propose fundraisers, follow through with approved events.	5 Hours Total
Website	Maintain website with pertinent information from Board & Committee Chairs.	5 Hours Total

**FEBRUARY 2010 IAAP NEWSLETTER ARTICLE RE:
PSI MANDARIN CENTER INSTALLATION OF OFFICERS & RESIDENT OF THE YEAR
AWARD CEREMONY**

On Monday, January 25, 2010, the PSI Mandarin Center held their Installation of Officers and Resident of the Year Award Ceremonies. In attendance, were 43 Residents, including Debra Campbell, Resident Manager, 10 Honored Guests, and 7 IAAP Volunteers for a total of 60 people.

Name Tags and Silk Flower corsages for Honored Guests (Ladies) were provided by the PSI Mandarin Center Advisory Board and Agendas were placed on all the tables. Tables were adorned beautifully with Mardi Gras beads and baskets brimming with a nice assortment of breads. Mary Kane handled sign-ins, IAAP Volunteers donated a good variety of salads to supplement the wide array of donated food and meats. There was Ham, Beef, and Chicken, lots of veggies and plenty of deserts.

The evening began with the Pledge of Allegiance and a moment of silence led by the 2009 PSI Mandarin Center Resident Association Officers. Dinner was served buffet style by the IAAP Volunteers (Debbie Latek, Linda Montonera, Gayle Angell, Jean Smith, Ruth Davis, Shirley Durrant, and Caroline Fleet), also serving were Mark Fleet, Tom Jenkins, and Annette Holler.

At 6:40 last call was announced and then the kitchen area was closed off for clean up. At 6:45 the Residents' Association Board Meeting began with an annual recap of Association business and brief farewell speeches were made by outgoing officers. The floor was then turned over to PSI Mandarin Center Advisory Board President, Caroline Fleet. The PSI Mandarin Center Advisory Board Officers and Members then proceeded to do Introductions of each honored guest, followed by brief picture taking.

Ruth Davis, CPS, CAP, PSI Mandarin Center Advisory Board Secretary introduced the first of the guests: Ms. Darlene Pair, daughter of Naomi Brock, first tenant to receive the Resident of the Year Award in 1992. This was followed by the introduction of Fredi Olsen, past President of Mandarin Garden Club and long time friend of PSI Mandarin Center.

Debbie Latek, Member of PSI Mandarin Center Advisory Board since 2007 introduced the next two guests: Wayne and Jean Haijsman. Jean has lead Bible Study every Wed. morning for the last 15 plus years. Wayne, Jean's husband, was also introduced and thanked for his service to the Center as well.

Gayle Angell, CPS, PSI Mandarin Center Advisory Board Treasurer introduced two former IAAP Members that served on the PSI Mandarin Center Advisory Board for a number of years: Ms. Gloria Poore and Ms. Judi Stubbs.

The next three very honored guests were introduced by Jean Smith, CPS, PSI Mandarin Center Advisory Board Member and former Officer of the Advisory Board. It was quite an honor to have the daughter of Janet W. Carlton, the sister and the brother-in-law, Nancy Carlton, Carol Kalapp and Ron Kalapp respectively, in attendance. Janet W. Carlton was a former President of the Jacksonville Chapter of PSI Mandarin for 2 years, Secretary of the Year twice, served on the PSI Advisory Board for a number of years, and was active at the time of her passing. Carol Kalapp donated a picture of her sister Janet to be hung next to the Janet W. Carlton Memorial Award plaque (a.k.a. Resident of the Year Award plaque) which is prominently displayed at the PSI Mandarin Center.

Final introduction was made by Caroline Fleet. Mark Fleet, Caroline's husband was thanked for his support and assistance throughout this past year.

The Installation of Officers Ceremony then began with a show of appreciation to the outgoing 2009 Officers: Mary Greenlee (Pres, resigned 07/09), Ophelia Wheeler (VP, resigned 07/09), Tom Jenkins (Secretary & VP*) and Annette Holler (Treasurer & Pres*). An extra special show of appreciation was given to Annette Holler and Tom Jenkins for carrying out the additional duties and responsibilities of President and Vice President respectively, while finishing out those terms vacated in July 2009*.

Next was the swearing in and candle lighting ceremony of the newly elected Resident Association Officers. First to take the oath was Ginger McGee as she lit the white candle and was sworn in as President. Next, Smokey Turrall lit the red candle and was sworn in to the office of Vice President. The green candle was lit by Mary Kane who was sworn in as Secretary. Finally, Betty Dunham lit the blue candle and was sworn in as Treasurer. They each received a bouquet of beautiful red roses, donated by Gayle Angell of the PSI Mandarin Center Advisory Board. The Residents, in turn, pledged to provide the new officers with loyalty and active assistance. The new Officers were officially installed and asked to assume their duties effective immediately.

The PSI Mandarin Center Advisory Board Officers and Members were then formally introduced again to the Residents. Linda Montonera was also introduced and thanked for her delicious & very popular 7-layer salad.

The last agenda item of the evening was the issuance of the "Janet W. Carlton Memorial Award" to the 2009 Resident of the Year. Nancy Carlton was asked to come help present the award. The 2008 recipient "Mary E. Greenlee" was honored once more. Nancy Carlton announced that the 2009 recipient of the award was **TOM JENKINS!** Tom received a \$50 cash gift and had his name added to the plaque. He was the 12th recipient to receive this award and his name completed the current plaque. Cheers and a very warm round of applause and congratulations were heard throughout. Pictures were taken as a grinning Tom held up his envelope and the plaque!

After the evening concluded and the crowd had thinned out, Carol Kalapp offered to cover the Janet W. Carlton Memorial Award \$50 gift for the next two years in honor of her sister Janet. Carol's generous offer will be most appreciated and on behalf of the PSI Mandarin Center Advisory Board and the Residents of PSI Mandarin Center, we all thank her very much in advance!!



Left to right:

Gayle Angell – CPS, Member of Advisory Brd since inception in 1983 & still serving as Treasurer, IAAP Member at Large.

Ruth Davis – CPS/CAP, long time Member of the Advisory Board & still serving as Secretary, IAAP Member at Large.

Shirley Durrant – CPS/CAP, served on PSI Mandarin Center Advisory Board since 1991 and now serving as VP, IAAP First Coast Chapter Vice President.

Jean Smith – CPS, Member of IAAP since January 1969. Served on the original PSI Mandarin Center Advisory Board for 6 years and has now been serving for a number of years as an Officer and a Member.

Caroline Fleet – Member of IAAP First Coast Chapter since 2007, served as Community Service Chair in 2007-2008, has served on the PSI Mandarin Center Advisory Board since 2007 and is currently serving as President.

Debbie Latek – Member of IAAP First Coast Chapter since 2007, serving as Community Service Chair this year, has served on the PSI Mandarin Center Advisory Board as a Member since 2007.

Linda Montonera – Member of IAAP First Coast Chapter since 2007, served as Parliamentarian and currently as Secretary. Has been a wonderful IAAP Volunteer at PSI Mandarin Center Events.



Left to right: Ruth Davis, CPS/CAP, Advisory Board Secretary, Honored Guests: Fredi Olsen, past President of Mandarin Garden Club and long time friend of PSI Mandarin Center and Darlene Pair, Naomi Brock's daughter, Naomi was the first tenant to receive the Janet W. Carlton Memorial Award.



Back row left to right: Jean Smith, CPS, PSI Mandarin Center Advisory Board Member & former officer, Honored Guest Nancy Carlton, daughter of Janet W. Carlton. Front row: Ron and Jean Kalapp, Brother-in-law and sister of Janet W. Carlton.



Gayle Angell, CPS, PSI Mandarin Center Advisory Board Treasurer flanked by Honored Guests: Judi Stubbs and Gloria Poore – former PSI Mandarin Center Advisory Board Officers and IAAP Members.



PSI Mandarin Center Advisory Board Member, Debbie Latek with Honored Guests: Jean and Wayne Haijsman. Jean has led Bible Study every Wed. morning at PSI for the last 15+ years.



Newly Installed Resident Association Officers - Left to Right: Betty Dunham-Treasurer, Mary Kane-Secretary, Smokey Turrall-VP, Ginger McGee-



Tom Jenkins, recipient of the Janet W. Carlton Memorial Award (2009 Resident of the Year) receiving a \$50 Gift Award and his name added to the plaque. Award presented by Nancy Carlton, daughter of Janet W. Carlton and by Caroline Fleet, PSI Mandarin Center Advisory Board President.

Print: Collaboration: The Key to Great Teamwork

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Collaboration: The Key to Great Teamwork

By Michelle Burke

Published: December 1, 2009



Collaborating is an inclusive process; it's the act of joining thoughts, ideas, and opinions with one or more persons without judgment or assumptions. Collaboration takes trust, time and tolerance. It's not about sitting on the sidelines. It is an active process that requires each person to engage fully as part of the team. Observations show that the greater the employees' involvement in collaborative work, the more likely they are to act like a team. A highly effective team ultimately allows for reflection, observation, collaboration and growth, all of which lead to more consistent results.

An effective team is like a finely tuned engine. The individual parts need to work well on their own but (just as important) they need to function well *together* if the engine is to be any good at all. The same analogy can be applied when working in a team. Teams need individuals who can function on their own and in a team equally well, whether working within a department or within the larger organization. The old expression that there is "no I in the word team" is true. Each individual brings their strengths as well as weaknesses, but they must focus on the strengths of the team if they are to function at their best. This takes collaboration.

Collaboration is a synergistic approach to solving problems and resolving conflicts. You must take into consideration the thoughts, ideas and opinions of others; and allow all participants to have the opportunity to expand their own knowledge, skills and experiences. James Surowiecki, author of *The Wisdom of Crowds*, notes that the aggregation of information in groups is often better than that of an individual within the group. He makes the statement in effect that "many are often smarter than the few". Who is part of the group and how it is composed changes the way learning happens based on the combination of thoughts, ideas and opinions. It is not just the size of a group; it is also the ages of the individuals, the mixture of nationalities and positions (i.e. support staff and managers) which may also influence a multitude of contrasting yet cooperative viewpoints. As teams are mixed in different ways, the group dynamics also change to produce a variety of results.

The Benefits of Collaboration

Collaborative learning encourages individuals to work together towards a mutual goal and to come to consensus through brainstorming. It gives rise to critical analysis and encourages the sharing of workplace experiences. In addition, the collaborative process requires learners to be open to other points of view and ask individuals to be responsible not only for themselves but for their relationship with other members of their group. Even though the collaborative decision making process may take longer, it often leads to the team being genuinely committed to the results.

After conducting hundreds of training sessions over the past twenty years, I know that when participants make collaborative decisions, team members tend to develop a higher level of trust, loyalty, and commitment towards each other. This collaborative approach puts aside self-centered impulses and opens the way for individuals to engage as highly functioning teams that are able to produce better and more consistent outcomes.

Being a team collaborator:

- Builds self esteem by acknowledging strengths of all team members
- Increases the level of group communication
- Broadens discussion and experiences
- Creates new options and perspectives when problem solving
- Fosters team trust
- Encourages team accountability and listening

Print: Collaboration: The Key to Great Teamwork

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Visualize Collaboration

Here is a quick activity you can do to help visualize the benefits of collaboration and teamwork. First, draw a small circle with the word "individual" on the inside. Then, draw a circle around the outside of that and write the word "team".

Notice how small the circle in the middle is compared to the outer circle. Imagine you are sitting in the inner circle, all alone doing your work without anyone else's input. Now, imagine yourself as part of the outer circle, with many others who are all working together, collaboratively. Which circle would you rather be part of at work?

Collaborative thinking can be a powerful way to gather and share information. It allows the team to brainstorm, think outside the box, and ultimately produce creative solutions and tangible results. When teams operate with honest self-reflection, it inspires insight and growth. Teams who collaborate are known to focus on more actionable outcomes. So, the next time your manager wants to get everyone together, remember the benefits and value of being a collaborator.

*Michelle Burke is a Communication Strategist and the author of the acclaimed book *The Valuable Office Professional*. She co-developed *The Productivity Cycle*TM, a communication tool proven to enhance teamwork and increase productivity endorsed by Stanford University. Also, she co-founded *Interact Games LLC*, to develop communication tools and games for work, home and play. These fun and educational games help organizations to communicate more collaboratively and to engage in values-based dialogs about business related-topics. Microsoft®, Boeing and Ernst & Young are just a few of her clients who have utilized these games.*



Thank you to Woody's Bar-B-Q for sponsoring our February Chapter Meeting

Are You an Office MVP?

With many companies still operating with lean teams and tight budgets, your contributions to the business are more valuable — and more noticeable. Are you doing what you can to distinguish yourself as one of your firm's top performers? Ask yourself the following questions to determine if you truly are an office MVP:

Do you have a winning attitude? The best employees are positive and take challenges in stride. How have you handled a difficult boss or coworker, budget cut, or error in the past? Admitting to a mistake, for example, can be difficult and humbling, but firms value those who can make a tough call and take the corrective action necessary to quickly rectify the situation.

Can you change tactics? It's important that you're determined to get the job done, but you also must remain flexible. Top performers don't give up on problems; instead, they tackle them from multiple angles. The next time you hit a roadblock, try adjusting your strategy or soliciting input from a colleague for a different point of view.

What are your professional goals? Top performers strive for success in everything they do and have a good sense of what it takes to get them to the next level. Setting long-term goals for your career can give you focus and prevent you from just drifting along.

How do you handle difficult choices? The most valuable employees can be counted on to exercise good judgment and make tough decisions. So consider how you typically approach complex problems. The best decision makers remain calm and carefully weigh the facts before acting.

Are you a good sport? MVPs always act ethically and don't climb over others on their way to the top. Basing your choices on a set of strong values can help you act appropriately no matter the situation.

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 325 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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What Does It Mean To Be A Mentor?

The First Coast Chapter IAAP (International Association of Administrative Professionals) has a mentoring program to assist existing and new members on how the organization works, meetings and events schedules, job search information via our website and other means available. We are there for our members with answers to your questions, suggestions, sharing of ideas and other opportunities within our local, division and national organizations.

Definition of a Mentor:

Experienced adviser and supporter: Usually a (would caution against mentioning age-related terms and just go with more/less experienced) more experienced individual, who advises and guides a less experienced person.

Trainer: A senior or experienced person in a company or organization who gives guidance and training to a junior colleague.

Be mentor to somebody: To act as a mentor to somebody, especially a junior colleague.

Synonyms: [counselor](#), [guide](#), [tutor](#), [teacher](#), [guru](#), [supporter](#), [adviser](#)

The First Coast Chapter Mentors invite you to contact them any time you have questions, recommendations or just need to talk. We, in turn, will stay in touch with each of you to let you know we are available, keep you informed should you miss a meeting, and celebrate the events of interest in your life with you as we move through the coming years!

Below is the mentor group assignment. Please let your mentor know your preferred means of communication; i.e. e-mail (home or work), home phone, office phone, cell phone, etc., after your first communication or anytime your preference changes.

Member's Last Name Begins With...	Mentor	E-Mail	Contact Phone Number(s)
A,B,C,D	Keri Kidder, CP	Keri.Kidder@citi.com	Work: 954-6173
E,F,G,H	Iris Ojeda, CAP	Iris.iaap@yahoo.com	Cell: 887-7440 Work: 954-4747
I,J,K,L	Julie Smith	J-j71@comcast.net or Julie.Smith@Brookshealth.org	Home/Cell: 610-2050 Work: 858-7473
M,N,O,P	Patti Reed, CAP	Pmreed11@bellsouth.net	Cell: 610-9563
Q,R,S,T,U	Shirley Durrant, CPS/ CAP	Shirley.durrant@jaxport.com	Home: 992-8588 Cell: 318-7677
V,W,X,Y,Z	Donna Burtnett	dburtnett@its.inj.com	Cell: 608-2240

SUBMITTED BY: Julie Smith, First Coast Chapter IAAP, Jacksonville, FL

IAAP Yard Sale

SATURDAY, MARCH 13, 2010

7:00AM-3:00PM

3rd 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 and The Salvation Army

The Gator Stuff Store

6139 Beach Blvd

(Intersection of Hickman Rd & Beach Blvd)

Jacksonville

Household Items

Furniture

Clothing

Books

Games

Lots More!!!!

**FIRST COAST CHAPTER
INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS**



International Association of
Administrative Professionals®
First Coast Chapter

P.O. Box 23728
Jacksonville, FL 32241
www.iaapfirstcoast.com

Iris Ojeda
Chapter President
Phone: 904-887-7440
Julie Smith
Division Chapter Builder
Phone: 904-858-7473

Upcoming Events	
Tuesday, March 2	Board & Committee Chairs Meeting
Saturday, March 13	2nd Annual Yard Sale - The Gator Store, 6137 Beach Blvd. 7am—3pm
Tuesday, March 16	Membership Meeting Program: Networking Tactics for Career Success Presented by Lindsay Lynch, Division Director of Office Team Location: Brooks Rehab, Main Bldg., 3599 University Blvd., South, Jax
Tuesday, April 6	Board & Committee Chairs Meeting
Tuesday, April 14	UNF APW Event
April 18-24	Administrative Professionals Week—Congratulations!!!!
Tuesday, April 20	Membership Meeting Program: TBD Presented by: TBD Location: Brooks Rehab, Main Bldg., 3599 University Blvd., South, Jax
Wednesday, April 21	4th Annual FCC APW Lunch—Holiday Inn Baymeadows
Tuesday, May 4	Board & Committee Chairs Meeting
May 7 & 8	Certification Testing



*Turning Jobs
 Into Careers*

CERTIFICATION NEWS

Future CPS & CAP Exam Dates and Deadlines

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

Certification classes for the November 2010 test, have begun. Still time to get in on the classes. Contact Patti Reed CAP, patti.reed@chase.com for more information.