



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

P R E S I D E N T ' S P L A C E

CHAPTER OFFICERS:

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

COMMITTEE CHAIRS:

- **Audit**  
Brenda Deavers
- **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
- **Membership**  
Julie Smith
- **Newsletter**  
Denise Pusateri, CPS/CAP
- **Nominations**  
Brenda Minier
- **Parliamentarian/Historian**  
Robin Henderson
- **Scholarship**  
Liz Ingraham, CAP

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

Back from a glorious cruise! Thank you to the Shanta Kerr, Chapter President and her Sunny Isles Chapter Sisters in the Bahamas for showing us how to enjoy ourselves Bahamas Style! We were treated to a mini tour of the island, provided access to the country's Senate who just happened to be in session during our visit, treated to awesome chicken wings, authentic Bahamian drink and to top it off, we were given a send off by a Junkanoo Band. They are reminiscent of a New Orleans' Mardi Gras and Rio de Janeiro's Carnival, but it is distinctly Bahamian and exists nowhere else!

Our Officer Elections were conducted and I'd like to welcome the new board members serving with me during my final year as President of our chapter. Beginning in the new fiscal year, Patti Reed CAP will serve as Vice President, Elizabeth Ingraham, CAP, will serve as Treasurer and Robin Henderson will serve as Secretary. We have a strong team and will strive to continue to lead this wonderful chapter for all of us. The new board will be installed during the June meeting to be held aboard the Jacksonville Princess II docked at the Crowne Plaza hotel, hosted by the Spirit of Hospitality. At this meeting, we will also be presenting our 2010 Scholarship winner with her award. This will be an important meeting, hope to see all your smiling faces there.

Enjoy some pictures of the fun we had in the Bahamas. Plan to join us for the 2011 cruise to Cozumel.



**Iris Ojeda**  
First Coast Chapter President  
[iris.ojeda@citi.com](mailto:iris.ojeda@citi.com)

# Vice-President's Voice:



## Ten things to never say at work:

Since we all work in offices and attempt to be as professional as possible (even though we go home, change into jeans and let our hair down) – we have the common sense to know what is acceptable to say at work and what is not – but here are some reminders:

We know not to say, “That outfit makes you look fat”, or “Gee, you’re losing your hair”...we know how to treat others, just as we want to be treated, with respect and consideration. There are still things that just should not be blurted out in the workplace – think back, maybe we say these things. Ultimately everything you do and say will affect your relationships with co-workers and bosses and know for sure, there will be the day that your superiors, co-workers and even your subordinates may be asked their opinion of your workplace style. That feedback will affect your career!

There are many ways those in management and decision-making positions find out about you through general conversation, observation, surveys and exit interviews – just remember, they do K N O W. Anthony Balderrama, CareerBuilder.com and Melanie J. Rivera, % Savvy Talent.com have listed a few of the mistakes. The following are things people say at work, and just should NOT. They have shared those with us for the sake of our careers.

Experience taught us how much trouble you can get into with a “few” words. I remember when I vowed to never lie again in my life. I slipped up and told a teacher I went fishing with my Dad was why I was out of school. Oops—he had written a note for me that said I was sick. I have never been so embarrassed. I got my own Dad in trouble, along with myself! Point is, in the workplace, even a casual comment can be misread and you might not realize that small things can damage your work relationships, or even your entire career.

1. **“That’s not my job.”** Using this phrase indicates to those who hear it that you are not a team player. They may have come to you, thinking you could do the best job. This could be your chance to be a team player and display your talents, and puts you in a good position to get help when you’re in a pinch.

2. **“Don’t tell anyone I said this but,”** Nobody really likes an office gossip – enough said! I have learned that the only way to keep a secret is to keep it to yourself!!

3. **“No problem” {if you don’t mean it.}** If you take on a task with a smile but have no intention of completing it, you will be known as unreliable. If you can’t or won’t complete the work, be honest – co-workers rely on each other, and this will impact your position.



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

### Ten things to never say at work, continued...

4. **“It is not my fault.”** Just jump in and help your boss solve the problem. A corrective procedure can be implemented later and your superior can tell where the fault lies. It is his/her job to see that it does not happen again via training, etc.

5. **“I haven’t had a raise in years.”** These days it is productivity rather than longevity that wins an employee a pay raise. Never ask for a raise based on seniority. Be sure to highlight your accomplishments to prove that the raise is merited.

6. **“I got so wasted last night.”** Keep your personal life to yourself. Painting a picture that others see in their minds could create an image which might suggest unreliability.

7. **“To be honest with you ...”** Most times this phrase is followed by something negative and it announces to others that you aren’t honest all the time!

8. **“For whom did you vote?”** It has always been true that discussing politics is a no-no. Same goes for religion, etc. Some things are just a personal choice and need to remain personal. Because you don’t want others to hold your personal views against you.

9. **“I just didn’t have enough time for that.”** Every one is busy! When asked to complete a task and you know it will take a bite out of your time, be sure to negotiate. Let them know that it will take you three days with your other commitments – work it out up front.

10. **“... or else.”** This comment will only gain you enemies. No one wants to be threatened so present your needs diplomatically. Include your deadline and expectations and work with the other person to come to an agreement.

Hope these are good reminders. I even caught one for which I am guilty, and wow, what an eye-opener!

Till next month, I remain your VP, Shirley Durrant

\*\*\*\*\*



The FCC elected the officers for the 2010-2011 year at the May 18<sup>th</sup> meeting.

- |                |                         |
|----------------|-------------------------|
| President      | Iris Ojeda, CAP         |
| Vice President | Patti Reed, CAP         |
| Secretary      | Robin Henderson         |
| Treasurer      | Elizabeth Ingraham, CAP |

Congratulations to the new Executive Board!

Brenda Minier, Nominations Chair

## Getting the Most Out of Your Performance Review

Although the downturn has been tough for all workers, some professionals have found that they have benefited from the experience. Seventy-seven percent of individuals surveyed by our company cited at least one positive effect the recession has had on their jobs, including the ability to tackle new projects, assume additional responsibility and take on more challenging work.

But have you been rewarded for your hard work? If not, your performance review could be a good opportunity to earn the recognition you deserve. These meetings allow you to discuss your accomplishments with your manager, as well as work with your boss to map out further professional development opportunities.

**Preparation is key to getting the most out of your review. Here are a few tips:**

•**Do your homework.** Before your review, make a list of your accomplishments and how your efforts have benefited your department or company. Your manager may not be able to recall all of your contributions, especially if he or she oversees a large group of people.

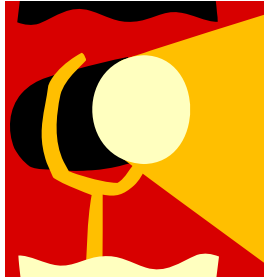
•**Think outside the bucks.** Concentrating on compensation during a review can be a mistake, especially if your employer can't offer you a pay hike. Changes in job duties or your schedule, though, could have an impact on your overall job satisfaction and may be easier for your manager to implement.

•**Create a dialogue.** Think of the meeting as an opportunity to work with your supervisor to develop a plan to move your career forward. Ask for constructive criticism and advice on how you can continue to advance professionally.

•**Give feedback.** You should use the review as an opportunity to provide your manager with feedback. This also is your chance to tell your manager where you could use more support or resources. Just don't forget to temper the negative with the positive. Everyone, including the boss, needs a kind word now and then.

**Have goals in mind.** Your supervisor will likely ask you what you hope to achieve in the coming year. Carefully consider what professional objectives — to lead a project team or earn a certification, for instance — you'd like to set for yourself and the support you might need to meet them.

*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](http://www.officeteam.com). For more information, contact a staffing manager at (800) 804-8367.*



## MEMBER SPOTLIGHT



## ROBIN HENDERSON

**Robin Henderson** joined IAAP First Coast Chapter in April of 2009, merely days after attending the APW luncheon at the Deerwood Country Club. Within two months of joining, she was appointed to the position of Chapter Parliamentarian and has been absorbed ever since in learning “Roberts Rules” and sharing parliamentary process with the Chapter at meetings and through tip-of-the-month articles in the First Coast Flash newsletter.

Robin was born in Alexandria, Virginia, the middle child and only girl, to parents Billy and Patsy Jones. At age 9, the family relocated to Jacksonville. Some of her fondest memories of her childhood are the pranks played on her, especially by her oldest brother. She says with loving regards that this is most likely the result of her brother being an identical twin in looks to her father, who passed away in June of 2005. She was definitely a “Daddy’s Girl” and misses him more each day.

She and her husband, Danny, have two children – Scotty and Jacob. The oldest, Scotty, is married and has a daughter, Cheyenne Rose, who just turned one on March 24. Despite their living only a short two-hour drive from Jacksonville, Robin doesn’t get to spend as much time with them as she would like, especially now that her youngest, Jacob, is so active in Little League sports. She says that having Jacob 22 years after Scotty is proof that God really does have a sense of humor!

Career-wise, Robin has always known she was best suited for the administrative professional role. Her career began at BlueCross BlueShield of Florida in sales & marketing. After seven years, she decided to take a position at a then-new and upcoming company, Vistakon. She spent the next 19 years in positions from executive assistant to strategic planning analyst. With the birth of her second son, she realized the need for more of a work/home balance and left Vistakon to spend time with her newborn. When Jacob was about a year old, she decided to ease back into working and worked part-time in the family’s diesel repair shop. Part-time did not last long as her father arranged for her to obtain ownership of three semi-trucks and with that became the owner of a small logistical transportation business for the next three years. The itch to be in Corporate America runs deep for her, thus she decided to return to it and next moved into a support role to the Regional Vice President of a mortgage company call center. However, after a year she lost her job due to the decline of the economy and especially the mortgage industry. Shortly thereafter, Robin found herself back at BlueCross and BlueShield where she had first begun her working career! Currently, she supports the Vice President of Real Estate and Corporate Services, who has responsibility for logistics, facility planning, real estate, reprographics/copy center, safety/security, and engineering/building services, including the newest company venture of building stand-alone retail stores.

Robin is enrolled in the current CAP study group and plans to sit for the exam in November. She is an avid IAAP enthusiast and often speaks to her coworkers and peers about the benefits of membership. She hopes to take on a First Coast Chapter officer position soon. Robin wishes to thank everyone in helping her “coast” through her first year.

**We are proud to have Robin Coastin’ with First Coast; she is an asset to the association!**



### Welcome to Our New Members!

**WOW – what a year our First Coast Chapter has had so far!! We want to roll out the “red carpet” and WELCOME our new members for our 2009 – 2010 year to-date!!**

<u>Member</u>	<u>Sponsor</u>
<u>First Quarter</u> (July, August, and September of 2009)	
Sarah Garringer	Iris Ojeda, CAP
Robin Hudgins	Julie Smith

**Sponsorship drawing for \$25 CASH – won by Iris Ojeda - Congratulations!**

<u>Member</u>	<u>Sponsor</u>
<u>Second Quarter</u> (October, November and December of 2009)	
Lindsay Lynch	Shirley Durrant, CPS/CAP
Margaret Baker	through IAAP Headquarters
Patricia “Patti” Bell	through IAAP Headquarters
Gina Villacorte	Julie Smith
Cynthia Dunning	Patti Reed, CAP

**Sponsorship drawing for \$25 CASH – won by Julie Smith - Congratulations!**

<u>Third Quarter</u> (January, February and March of 2010)	
Emelyn Agulto	Elaine Boccio
Tamara Delaporte	through IAAP Headquarters
Kimberly Piety	through IAAP Headquarters

**Sponsorship drawing for \$25 CASH – won by Elaine Boccio - Congratulations!**

<u>Fourth Quarter</u> (April, May and JUNE of 2010)	
Marrer Mayshack	Julie Smith (April)
Amanda Osborne	Linda Montonera (April)
Jackie Kern	Brenda Minier (April)
Kathy McAvoy	transferred into First Coast Chapter!
Nicole Radford	through Headquarters
Alison Capling	Patti Reed (April)
Valerie Harding	Debbie Latek (April)
Joyce Jones	Iris Ojeda (May)
Leslie Hodge	Julie Smith (May)
Valerie Segraves	Julie Smith (May)
Maria Moral	Linda Johnson (June)



**Sponsorship drawing for \$25 CASH – won by YOUR name could be here!!**

## **HOW DO YOU GET INTO THE SPONSORSHIP DRAWINGS?**

*Win \$25 Cash & More!!*

YOU could be our next winner! How?

### New Member Incentive Sponsorship Program – Quarterly Drawing for \$25!

For each new member you sponsor your name goes in the drawing \$25 cash!

Sponsor **two (2) new members** ***in a quarter*** and, not only be in the drawing for the \$25 CASH, but also get a FREE pin of your choice!

Sponsor **five (5) new members** ***in a year*** and you will have been in the quarterly drawings for \$25 CASH for each quarter in which you sponsored a new member,

**PLUS** you will have had the choice of a FREE pin for each quarter in which you sponsored two (2) members,

**PLUS we will' waive' your \$15.00 chapter membership dues for the next renewal year!**

I encourage you to bring guest(s) to our meetings. Invite and Excite them about becoming a part of our First Coast Chapter by sharing the information about our current year programs schedule, monthly meeting topics, the educational opportunities offered through IAAP's Certification Program and how becoming certified enhances their professional growth, upcoming Chapter and Florida Division events, such as our annual IAAP cruise and Chapter community involvement initiatives and annual \$500 scholarship award.

YOU can start by bringing a guest OR guests to our Tuesday, June 15 First Coast Chapter meeting. If they decide to join and we get their application submitted to IAAP headquarters by June 30, YOU will be in our drawing to be held at our July 20 chapter meeting!!

Submitted by Julie Smith, Membership Chair



## Combating Costs

<http://www.officeteam.com/CostSavings>

### Julie Smith, First Coast Chapter Member

Julie Smith, an executive assistant with Brooks Rehabilitation in Jacksonville, Fla., loves planning events and finding ways to stretch her company's dollars. And she's great at both. When the opportunity arose to organize a strategic-planning retreat several years ago, Smith jumped at the chance. According to Smith, more responsibility equals more reward — and more ways to save her employer money.

Smith now organizes a variety of important events. "Balancing these 'extra' duties with an already hectic schedule that involves supporting our company's top three executives is what keeps me going and keeps me challenged and excited about coming to work everyday," Smith says.

**Advice to administrative professionals:** "Share how your cost-saving ideas could help the organization. You'll be amazed how something you may feel is insignificant could actually have a wide impact. Managers will listen when you present ideas in a positive way. Give examples of why your idea will work and provide cost analysis to back up your thoughts."

**Advice to managers:** "Acknowledge the importance of the work your administrative professionals do and encourage them to continually advance their careers. Support those who wish to attain a Certified Professional Secretary or Certified Administrative Professional certification. Treat them as you would someone holding a certified public accountant designation or any other well-known certification."

**Our June meeting is being sponsored by The Spirit of Hospitality and the Jacksonville Princess II docked on the Southbank of the River. East of Downtown!**



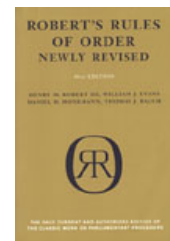
***Parliamentarian Tip of the Month:*** Continuing in our study of Main Motions finds us discussing the **subsidiary motion**, which basically assists an assembly in treating or disposing of a **main motion** (and sometimes other motions). There are eight (8) individual subsidiary motions (*Postpone Indefinitely, Amend, Refer, Postpone to a Certain Time, Postpone Definitely or simply Postpone, Limit or Extend Limits of Debate, Previous Question, Lay on the Table*) according to Robert's Rules that we will address at a later time. For now, let's focus on the **subsidiary motion** in general.

The **subsidiary motion** is distinguished by the following four characteristics.

1. It is always *applied* to another motion while it is pending, to aid in treating or disposing of it; the adoption of one of the motions always *does something* to this other motion --- that is, changes its status in some way --- without adopting or expressing rejecting it.
2. A subsidiary motion can be applied to *any* main motion.
3. It fits into the order of precedence.
4. The time when subsidiary motions are in order extends from the moment the question on a motion to which they can be applied is stated by the Chair, until he/she begins to take the vote on that motion, with only the following limitations:
  - a. The subsidiary motion must be admissible at the time, according to the order of precedence of motions;
  - b. The question presented by the subsidiary motion must not be absurd or substantially the same as one already decided; and
  - c. After a vote has been ordered by the adoption of a motion for the *Previous Question* and before this vote has been taken, no subsidiary motion can be made --- except *Lay it on the Table* (which is of higher ranker than the *Previous Question*).

Until next time, keep motioning....

Robin Henderson, First Coast Chapter Parliamentarian  
[robin.henderson@bcbsfl.com](mailto:robin.henderson@bcbsfl.com)



Thank you to Sticky Fingers for sponsoring our May Chapter Meeting

# IAAP 2011 Cruise to Mexico!

## March 31, 2011 - 4 nights

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

Win \$50 off your cruise, be the winner of the Name this Cruise Contest ends June 11<sup>th</sup>, send your name to: [iris.iaap@yahoo.com](mailto:iris.iaap@yahoo.com).

Winner to be announced June 26, 2010

## 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; 2<sup>nd</sup> deposit \$150pp due by 11-1-2010. Balance due 1-15-2011.  
Register by emailing [YourCruiseAgents@aol.com](mailto:YourCruiseAgents@aol.com) or call 904-322-7691 or toll free 866-499-4074.  
Visit the website [www>YourCruiseAgents.com](http://www>YourCruiseAgents.com)  
Sponsored by: First Coast Chapter - IAAP [www.iaapfirstcoast.com](http://www.iaapfirstcoast.com)

Upcoming Events	
Tuesday, June 01	Board, Committee Chairs Meeting
Tuesday, June 15	Membership Meeting Program: Developing a Skills Portfolio Presented by: Linda Freeze, CAP, Incoming Division President New Officer Installation Location: The Jacksonville Princess II, The Landings, Downtown
Sunday, June 20	FIRST COAST CHAPTER'S 4TH BIRTHDAY!!!!
June 25-27	Florida Division Annual Meeting—Lakeland



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Into Careers®*

***CERTIFICATION NEWS ....***

***Future CPS & CAP Exam Dates and Deadlines***

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

Test Date	Application & Payment Deadline
November 5 & 6, 2010	August 15, 2010
May 6 & 7, 2011	February 15, 2011
November 4 & 5, 2011	August 15, 2011

Certification classes for the November 2010 test have begun. Contact Patti Reed, [patti.reed@chase.com](mailto:patti.reed@chase.com) for more information.