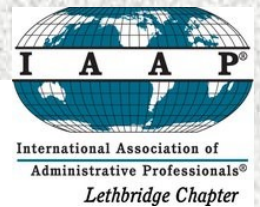




*Ergonomic Considerations for the Administrative Professional—with Suzanne McIntosh*



Suzanne McIntosh has been the Wellness Coordinator at the University of Lethbridge for the past 3 years. In her role, Suzanne has the responsibility of conducting on-site ergonomic assessments, managing disability claims for staff, and incorporating preventative wellness initiatives in the lives of both staff and students. She recently completed the second of five levels of training from the National Wellness Institute in Seattle, and is working towards earning her certification

as a Wellness Program Manager. She has also had ergonomic training from the Canadian Back Institute in Lethbridge.

Suzanne has been married for 26 years and is raising two teenage daughters. She credits her dog with keeping her motivated to walk and be healthy.

Suzanne's presentation will focus on two key topics: 1) the tenets of preventative back care, which include keeping

University of Lethbridge



fit, maintaining a healthy diet, stretching, and sitting less; and 2) the principles of ergonomics. Suzanne will also provide tips on how to conduct a head-to-toe ergonomic assessment of your own work area.

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Special points of interest:

- You're currently employed, but you'd like to find a new job. No matter the reason, you're ready and eager to explore new administrative employment options...Page 5
- **CDC UPDATES** on Page 4

*President's October Message*

With the arrival of fall also comes the busy month of October for the Lethbridge Chapter. We are working for our Pathways to Excellence criteria and we have already achieved a point this month for sending in our Programming Calendar. We are also in the beginning (and crucial!!) stages of planning our Canada Divisions Conference (CDC) in 2013. I would like to encourage you all to attend the CDC committee meetings as we do need as many hands as possible to make this a successful event; Please plan on attending if

you would like to make a bigger commitment to the planning or even if you would just like to be in the background and help out where needed. The next CDC meeting is coming up quickly on October 12, 2011 -- Check your email often for updates on times/dates from Mary-Lyn and Sheila.

This month also brings us some sad news: our Secretary, Christine Foxall, has unfortunately had to resign from her position. She would have been a great addition to our board this year and we are

so sorry to see her go. We are currently looking for someone to fill the role of Secretary for the remainder of the year. If you are interested, please contact me!

I wish you all a lovely October and Happy Thanksgiving! Our Professional Development meeting this month is sure to be useful to all of us, and I am excited to see you all there.

*Tamara Sudar  
Chapter President*

## *MEETINGS AND PROGRAMMING*

BOARD MEETING	PROFESSIONAL DEVELOPMENT MEETING	TOPIC	SPEAKER
Sept. 7, 2011	Sept. 21, 2011	Laserfiche Presentation	Marcus Trotz, The Cypress Group
Oct. 5, 2011	Oct. 19, 2011	Ergonomic Considerations for the Administrative Professional	Suzanne McIntosh
Nov. 2, 2011	Nov. 16, 2011	First Impressions: Dressing for Success at Work	Rena Peterson
Dec. 7, 2011	Dec. 14, 2011	Tips and Tricks in Microsoft Office Applications	Tricia Maxwell
Jan. 4, 2012	Jan. 18, 2012 <b>Member Recruitment Night</b>	Membership Evening	No Speaker – IAAP Information Presentation and Networking
Feb. 1, 2012	Feb. 15, 2012	Job Search 101; Interviewing and Resume Writing Skills – <b>New Member Orientation</b>	Judy Stolk-Ingram
Mar. 7, 2012	<b>Mar. 21, 2012</b>	Friday's Child: 10 Things Admin Professionals Need to Know about the Not-for-Profit Sector	Peter Portlock
Apr. 4, 2012	Apr. 24, 2012 <b>Admin Professional Event and Vendor Showcase</b>	Administrative Professionals Week Event	TBA
May 2, 2012	May 16, 2012	Office Bullying	TBA
<b>June 7—9, 2012 Canada Divisions' Conference</b>			
June 6, 2012	June 20, 2012	Annual General Meeting	No Speaker – Meeting only
Sept. 5, 2012	Sept. 19, 2012	Effective Communication	Joanne DesRoche

## R & E Offering New Scholarship



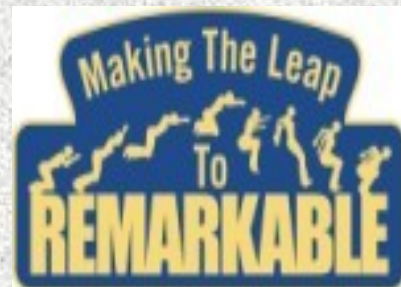
The Research and Educational Foundation wants to help you grow your career! We're going to do that with the R&E's new

[2012 EFAM Scholarship Program](#). The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. It's part of the

foundation's commitment to helping admins reach and maintain their professional edge. Scholarship applications will be accepted starting **Oct. 1,**

**2011 through Jan. 31, 2012.**

Visit the [updated R&E Web page](#) to learn more about the EFAM scholarships, the foundation and how to help the R&E reach its goals. The page includes an FAQ about the R&E, PowerPoint presentation and script, scholarship information and donation forms. It's the go-to source for the R&E. Please join the R&E as we advance the careers of administrative professionals.



## IAAPeople

Debbie has worked with Teamworks Career Centre for the past 3½ years as Office Administrator / Project Coordinator. She has over 18 years experience in office environments and was previously working for the Fire Service organizing three Area Managers. "It was great fun being constantly surrounded by fit, good looking Firefighters (it was hard to leave)". Debbie and her family made the huge leap from England to Canada just over 4 years ago and have de-

ecided to settle in Lethbridge. It was a very hard decision to make due to leaving so many family members behind, but know that this was probably their only opportunity to have a better life.

"The first thing that struck me about Alberta was the huge open spaces, the beautiful Rocky mountains, the big sky, the wildlife and the very friendly people in



Lethbridge. It's amazing just how beautiful this country is. We love it here, no regrets"

*These members joined IAAP:*

*Susan C.*

*October 1, 1996*

*Rosemary H.*

*October 1, 2010*

*Happy Anniversary!!!*



*There's no time like the present to be involved!*

What an exciting time for our Lethbridge Chapter! We have been successful in our bid to host the Canada Divisions' Conference (CDC) in May 2013 and have had a great start to our 2011-2012 year with a great selection of topics for our professional development meetings.

As your president-elect, I encourage you to ask yourself, are you as involved as you want to be? There are so many opportunities for you to be involved whether it's assisting with a

Lethbridge Chapter committee or with CDC Conference planning. Your assistance with organizing our CDC Conference is key to its success and I hope you will contribute your expertise. This is our time to show the rest of Canada how proud we are to live in this beautiful city and our chapter needs your input to make this the dynamite event it can be!

Please don't hesitate to contact me or any member of our Board to discuss your area of interest within our Lethbridge

Chapter. You will get out what you put in. I can personally say that being more involved these past few years has given me a greater sense of purpose within our chapter. I have also benefited both professionally and personally with the relationships that have been formed.

Here's to exciting times!

*Carmen, President-Elect  
IAAP, Lethbridge Chapter*

*Welcome  
To*

*Erica L.*

*July 1, 2011*

*Linda E.*

*September 1, 2011*

*Our Newest*

**IAAP**

*Members!!!*

## *CDC 2013 UPDATES*

Just a reminder of our upcoming CDC meeting to be held next

Wednesday, Oct 12 at 5:30 pm. **Please note that the location of this meeting has changed.** It will be held at Lethbridge Family Services 1107 - 2 "A" Avenue North (across from Save On).

We are down to our last few jars to sell. Keep these in mind for the Christmas season. They

are great for that hard to buy for person and also a quick easy meal for a tired mom's family.

Western Chili 16 jars

Old Fashioned Oatmeal Raisin Cookies 5 jars

Cocoa Chip Cookies 12 jars

Cranberry Chip Cookies 4 jars

Please call me or email me with your order.

As always, if you have any questions, please contact one of us.

*Sheila &  
Mary-Lyn  
CDC Co-Chairs*

## PROFESSIONAL CERTIFICATION

The Certification Program changes will be in effect as of November 2011.

The certification program is moving from a two rating system to a one rating system and areas of specialty designations will be added on.

Current individuals who have obtained their CPS designation only will now use the CAP designation only.

For those who have obtained both their CPS and CAP designations - they will now use CAP-OM. OM refers to Organization Management and is the first specialty exam. Other exams will be added on in the future.

The recertification points required to maintain your designation every 5 years has changed from 90 points to 60 points. Points are gained through Continuing Education, Other Certifications and Leadership.

If you have any questions or are interested in writing these exams, please contact  
Susan Connolly  
CPS/CAP,  
Lethbridge Chapter  
Education Chair.

### Exam Dates:

November exam  
Aug. 15 application deadline date

May exam  
Feb. 15 application deadline date

### Fees (in U.S. funds):

CAP exam:  
\$200/IAAP members  
\*\$300/Non-members

OM specialty:  
\$125/IAAP members  
\*\$175/Non-members

\*Includes one year of IAAP membership



## THE RICHEST MAN IN TOWN

Last month, I had the opportunity to attend a presentation by V.J. Smith entitled "The Richest Man in Town". Mr. Smith, who was the Executive Director of the South Dakota State University Alumni Association, recounts his experience with Marty, a wonderful elderly gentleman who ran a cash register at Wal-Mart.

Marty, was a 74 year old man who was raised in the Depression and because of having to quit school at a young age to help support his family, never really had much in the way of job skills and struggled to raise a family of his own in his adult years. Probably more for the health benefits than anything else, Marty, at age 72, applied for a job as a Wal-Mart greeter. He cried with joy when he got the job and eventually became a cashier.

Mr. Smith describes his first encounter with Marty as a customer going through his till. He noted that some

other cashiers were available but the lengthy line at Marty's till refused to move. This piqued his curiosity, so he too waited in line. He noted that Marty greeted each customer with a friendly, "How are you?" and really listened to their answer. He was genuinely interested. Once the items were scanned, Marty made change at his till, held the receipt and change in his left hand, and came from behind his till to stand next to the customer, shake their hand, and thank them for their visit to the store. Sure enough, Mr. Smith got the same treatment during his transaction.

Mr. Smith was so impressed with Marty's people skills (customer service) and the fact that everyone in the town knew "Marty from Wal-Mart" because of how he made them feel, he eventually wrote a letter to the CEO of Wal-Mart, telling him of his exceptional employee. Marty was given recognition from Wal-Mart and eventually he and Mr.

Smith became close friends.

Mr. Smith's presentation gave us an insight into customer service skills, but it was Marty's view of life that really caught my attention. He was considered rich because he was loved and respected, but most of all, he was content with every aspect of his life, no regrets. Marty's simple philosophies show us what happens when you take the time to be kind and compassionate. All that you give, you get back, and more.

Marty's philosophies:

- Relationships matter most in Life
- Try to do a little more.
- Only you can make you happy

These words are echoed in the IAAP core values of Integrity, Respect and Communication. Probably words we could all live by.

Mary Lyn Beattie

### Important Dates

#### October PD Meeting

**Oct. 19, 2011**

#### November Board Meeting

**Nov. 2, 2011**

#### November PD Meeting

**Nov. 16, 2011**

## Job Hunting While Employed

By Robert Hosking

You're currently employed, but you'd like to find a new job. Maybe you've outgrown your current role, seek increased compensation or just need a change of scene. No matter the reason, you're ready and eager to explore new administrative employment options.

But finding a new job can be a job in itself. How do you make time to job search while employed? And, more important how should you go about pursuing opportunities and meeting with hiring managers without jeopardizing your current position? Here are some do's and don'ts for conducting a job search while employed.

**DON'T overlook opportunities within your own company.** Before updating your resume and scanning the job boards, consider employment opportunities that may be right under your nose. Many companies with vacant positions give preference to internal candidates. Tell your boss about your interest in pursuing a higher-level administrative position or taking on new duties. He or she may be able to help you transfer to a different department, move into a role of increased responsibility or give you a chance to work on projects that will expand your skill set and prepare you for advancement.

**DO be discreet.** If you want to keep your job search a secret, don't talk about it. If you tell your coworkers, you can be sure that it will get back to your boss.

**DON'T search on your employers' time.** You're being paid to work for the company, so you shouldn't be surfing the Web for job openings during business hours.

**DO get organized.** Set aside

blocks of time outside of work hours that you can devote to your employment search. In addition to focusing on your job hunt at night and on weekends, you can use your lunch break to scour the want ads or review your resume. This is also a good time to return prospective employers' phone calls.

**DON'T use company resources.** No matter how convenient it may be, don't use office stationary, stamps, fax machines or copiers. It's not only an inappropriate and unethical use of company resources but also an easy way for colleagues to find out about your job search from evidence you may accidentally leave behind.

**DO check out specialized job boards.** Job seekers gravitate to the major boards because such sites feature a large number of listings. But don't overlook smaller, specialized sites that are geared toward particular industries, demographics or geographic regions.

**DON'T be careless when posting your resume.** If you don't want your current firm to find your resume when searching for new hires, post on a job site that allows you to keep your contact information confidential.

**DO take advantage of social media.** "Like" your target companies on Facebook and follow the Twitter feeds of firms you're interested in working for. Many firms use social media to advertise open positions or share news about the company. Also use LinkedIn to connect with individuals who may be able to assist you. Be careful, though, that you don't inadvertently share too much about your job search through social media.

**DON'T create excuses when meeting with hiring managers.**

Most hiring managers will understand that you have to make accommodations ahead of time to attend an interview.

**DO pay attention to how you dress.** If your normal work attire consists of jeans and sneakers, showing up to the office in a business suit is likely to arouse suspicion. Avoid the attention by bringing a change of clothes.

**DON'T skimp on your networking efforts.** More jobs are obtained through word of mouth than any other method, so take every opportunity to expand your circle of contacts. Just remember to be discrete.

**DON'T forget about your references.** It's never too early to start compiling a reference list. In general, avoid asking current colleagues to serve as references.

**DO register with a staffing firm.** Consider partnering with a recruiter, who can work discreetly to distribute your resume and uncover job opportunities.

If you want to find a new job, devise a plan, be persistent and, perhaps most important, be respectful of your current employer. Though you may be tempted to conduct a quick search between projects or work on your resume on the job, think twice before doing so. You wouldn't want to do anything that could jeopardize your current position and future references.

*\*EXCERPT ONLY— taken from DESK DEMON July 2011 Issue. For the complete article or additional articles—please go to*

*<http://us.deskdemon.com/pages/us/admin-advantage/archives>*



Welcome to  
2011/2012

To  
All

Lethbridge  
Chapter

IAAP  
Members!!!

## Pathways To Excellence

The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence, or a Division of Excellence.

*The program is based on ten principles, each a fundamental part of what it means to be EXCELLENT at what you do:*

**Certification**

**Commitment**

**Communication**

**Education and Training**

**Fiscal Responsibility**

**Leadership Development Roles**

**Marketing/Research/Community Outreach**

**Programs and Participation**

**Recruitment and Retention**

**Strategic Planning**

Anyone interested in applying for the position of Secretary, please contact Tamara

## Important Links

Pathways to Excellence 2010-2011 Member of Excellence

<http://pathways.iaap-hq.org/IAAPHQ/Pathways/MemberofExcellence/Default.aspx>

Certification

<http://pathways.iaap-hq.org/IAAPHQ/ProDev/Certification/Default.aspx>

Membership

<http://iaap-hq.org/join>

Lethbridge Website

<http://www.iaaplethbridge.com>

WCD Website

<http://www.iaap.ca/>

## Lethbridge Chapter Directory

President – Tamara Sudar

President Elect – Carmen Hellawell

Vice President – Tanya Purdy-Fischer

Treasurer – Rosie Roth CPS

Secretary – VACANT

Bylaws & Standing Rules – Sharon O'Reilly

Membership – Deb Whittle, Teresa Cavanaugh

Ways & Means – Lexie Rogers

Facilities – Rose Hughes

CPS Education – Susan Connolly CPS/CAP

Newsletter – Sharon O'Reilly

Webmaster – Mary Lyn Beattie

Publicity – Rose Hughes

Historian – Mary Wood



Our own Beulah Sinclair with Clinton Kelly at EFAM 2011!!

**IAAP MISSION STATEMENT:**

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

**VALUES:**

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

**IAAP ANNUAL DUES (payable in U.S. funds)****Professional Dues**

International - \$83.00

Division - \$20.00

**Chapter - \$40.00**

***One time processing fee \$15.00***

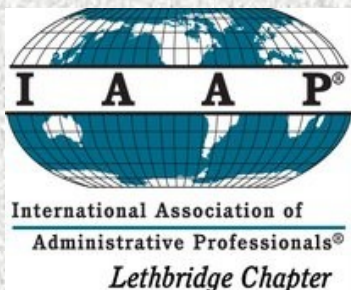
*Registration and renewals can be paid on-line through IAAPs Web Community.*

**Contact Us**

To submit an article to the newsletter, please contact:

Sharon O'Reilly, Newsletter Chair at [soreilly@lfsfamily.ca](mailto:soreilly@lfsfamily.ca)

To ask any questions or to voice any concerns or suggestions, please contact: Tamara Sudar, Chapter President at [tsudar@lfsimmigrantservices.ca](mailto:tsudar@lfsimmigrantservices.ca)



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or

[www.iahttp://community.iaap-hq.org/IAAPHQ/WesternCanada/Home/Default.aspx](http://www.iahttp://community.iaap-hq.org/IAAPHQ/WesternCanada/Home/Default.aspx)

and download a copy now.