



The Edge



First Impressions—Dressing for Success at Work with Renae Peterson



Lethbridge Chapter

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Today's administrative professional assumes a varied and complex array of responsibilities, and must frequently meet with clients and the public face-to-face as part of their daily duties. It is often up to us to represent the companies we work for, and a strong first impression is key to ensuring this is done successfully.

definitely not want to miss the November PD meeting of the IAAP. Our featured speaker is Renae Peterson, B.N., a mother, nurse, teacher and founder of the 'Beauty from

the Inside Out" Program. Renae promises to deliver a hands-on, experiential presentation designed to:

Teach us the tricks of developing "visual poise";

Help us understand our fashion personalities;

Teach us how to dress to flatter our unique body shapes; and

Teach us how to ultimately love who are, and showcase it!



Have you ever met with someone and had a negative first impression? Do you ever wonder what impression you make on others? If you answered "Yes" to either of these questions, then you will

For more information about Renae, please go to her website at www.beautyinside.ca.

President's November Message

Special points of interest:

- What you say is only the tip of the iceberg of communication. The rest lies in your body language:Page 6
- **CDC UPDATES** on Pages 4 & 8

Happy November to you all! I cannot believe how quickly the time is passing. We have had 2 great PD meetings so far this year and I am looking forward to this month as well. Since the topic is "Dressing for Work," the board thought that this could be an opportunity for some fun! This PD meeting, feel free to show us "What Not To Wear" for work! We can show our speaker that we already have some ideas as to

what not to do. Sweat pants, ripped jeans, evening gowns, glitter, boas; show us what you've got! A big "thank-you" goes out to Sheila for this idea!

I am very happy to see our membership numbers growing already. It's great to see that our guests each month are taking such an interest in our organization! Keep up the great work, members, and thank you for spreading the

word of IAAP.

Please also keep these dates in mind: November 9, 2011 CDC Committee Meeting at the Family Ties Office 5:30pm, and November 23, 2011 at the Police Station for a Finance/ Fundraising for CDC meeting at 5:15pm. Stay warm and enjoy that left-over Halloween candy!

*Tamara Sadar
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 Member Recruitment Night	Membership Evening	No Speaker – IAAP Information Presentation and Networking
Feb. 1, 2012	Feb. 15, 2012	Job Search 101; Interviewing and Resume Writing Skills – New Member Orientation	Judy Stolk-Ingram
Mar. 7, 2012	Mar. 21, 2012	Friday's Child: 10 Things Admin Professionals Need to Know about the Not-for-Profit Sector	Peter Portlock
Apr. 4, 2012	Apr. 24, 2012 Admin Professional Event and Vendor Showcase	Administrative Professionals Week Event	TBA
May 2, 2012	May 16, 2012	Office Bullying	Gail Eastman A Better Life Consulting
June 7—9, 2012 Canada Divisions' Conference			
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



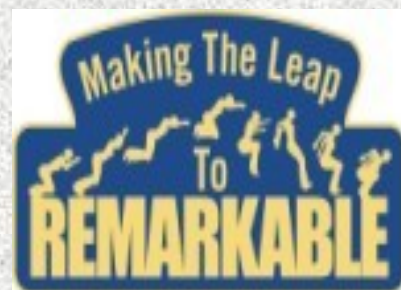
The Research and Educational Foundation wants to help you grow your career!

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 un-

employed admins or those who have never been to EFAM before. It's part of the foundation's commit-

ment 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.



These members joined IAAP:

Carolyn C.

November 1, 2005

Tamara S.

November 1, 2009

Sharon C.

November 1, 2009

Happy Anniversary!!!

IAAPeople

Teresa is a Recruiting Consultant for Select People Solutions with over 15 years of experience as an Administrative professional. In Calgary, she worked for Diversified Staffing and Olsten Staffing as a temp and gained a lot of administrative experience working for many different companies. After moving to Lethbridge from Calgary in 2006, she started as a temp for Select in 2007, and worked in their office

from time to time. When given the opportunity for full time employment with the company she joined their team in 2009 as a permanent employee. Teresa and her family moved to Lethbridge to enjoy a slower pace and to get away from the "big city". She grew up in Vauxhall, AB and moved to Calgary shortly after graduating high school. Teresa has 3



children, Samantha, Daniel & Thomas and has been married for almost 22 years.



THANK YOU IAAP for your donations to the RTF for the past 50 years! Thanks to you, your chapter and division, we have built a healthy treasury. It all began in 1958 when Della Herring had a dream for a retirement center for us and donated the first dollar. Della's dream became our dream and you made it come true with Vista Grande. Now in addition to Vista Grande, we have the HSAN program (Housing Subsidy for Admins in Need). HSAN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria.

This year, instead of fundraising, we have a different request. Instead of raising money, we are asking you to help us give it away! We need your help to raise awareness of the HSAN program and increase grant applications. The next deadline is quickly approaching on November 15th. Go to www.iaap-rtf.org for more information.

THE RTF STANDS READY TO HELP ADMINIS IN NEED!

*Welcome
To*

*Leslie K.
October 1, 2011*

*Anneli J.
November 1, 2011*

*Our Newest
IAAP
Members!!!*

CDC 2013 UPDATES

Invitation to attend the CDC 2013 Fundraising Meeting on Wednesday November 23rd at the Lethbridge Police Station, Community Room.

Thanks for your support !!

*Sheila &
Mary-Lyn
CDC Co-Chairs*



"Volunteers do not necessarily have the time; they just have the heart."

Elizabeth Andrew

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 fu-

ture.

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



IAAP—Committee Service Applications

TO: All Members through Division and Chapter Officers, International Board of Directors, International Trustees, Retirement Trust Foundation, Chairmen, International Committees, Affiliate Association Presidents

FROM: Karlena Rannals, CPS/CAP, International President-Elect, Kelly Reggio, CAP, Retirement Trust Foundation Chairman

RE: COMMITTEE SERVICE APPLICATIONS

Applications to serve for one-year appointments to the 2012-2013 International Bylaws and Standing Rules Committee, Committee on Nominations or Retirement Trust Foundation Committee are now available. These positions become effective at the close of International Education Forum and Annual Meet-

ing in Grapevine, TX July 2012. There are two forms. They can be downloaded from this link [Committee Service Applications](#) in the IAAP web community document library. One is the Application for Appointment to International Committees. This is for appointment to either the Bylaws and Standing Rules Committee or Committee on Nominations. The other form is the Application for Appointment to the Retirement Trust Foundation Committee. The forms each have the functions and responsibilities pertinent to the committees on page 2. **Please note the e-mail deadline of February 1, 2012 for all committee nominations.** IAAP does not require chapter recommendations and signatures for those members wishing to volunteer for IAAP International Committees. No recommendations or signatures

are required for the Retirement Trust Foundation Committee either. Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

Applicants applying for committees must e-mail the entire application **no later than 4:00 p.m. CST February 1, 2012**. Applications for International Committees are to be e-mailed to International President-Elect Karlena Rannals, CPS/CAP, kran-nals@iaap-hq.org, with a copy to Governance Coordinator, Carrie Frentz-Hartzler, governancecoordinator@iaap-hq.org. Retirement Trust Foundation Committee applications are to be e-mailed to Retirement Trust Foundation Chairman Kelly Reggio, CAP, reggio@chartermi.net, also with a copy to Governance Coordinator, Carrie Frentz-Hartzler, governancecoordinator@iaap-hq.org.

Important Dates

November PD Meeting

Nov. 16, 2011

December Board Meeting

Dec. 7, 2011

December PD Meeting

Dec. 14, 2011



Welcome to
2011/2012

To
All

Lethbridge
Chapter

IAAP

Members!!!

You are what you do: 16 ways to Improve your Body Language

What you say is only the tip of the iceberg of communication. The rest lies in your body language: how you hold yourself, your mannerisms, conduct, and even how you breathe. With a little conscious effort to improve your body language, you stand a better chance of scoring that job, that date, or simply being seen as the engaging and genuine person that you are.

What Is Body Language? Body language includes more than just the slouch-factor or where you put your hands. In fact, it includes facial expressions, proximity to others, body position, habits, eye gestures, how we touch ourselves and others, how we interact with what we touch (i.e., fiddling), and even breathing.

Conscious or Subconscious? Many of our mannerisms are subconscious, and we also read other people's mannerisms subconsciously. In fact, in the first two minutes of meeting somebody, your chances of [remembering their name](#) is slim, because your subconscious mind is busy evaluating that person's body language and getting to know their personality that way. (So if you want somebody to remember your name, make sure you repeat it after the first two minutes of conversation; it drastically improves their chances.) But body language — specifically your control over it — can also be quite conscious. By identifying the habits you have that don't serve you well and adopting new habits that increase the engagement factor with other people, you can consciously improve your body language — and hence your communication skills. At first some of the techniques in this article might seem awkward or forced, but most often it's only you who feels that way, since you're changing an ingrained habit. Keep it up, and you'll be naturally socializing like a star in no time.

Body Language Caveats Before we get into the specific methods of improving your body language, remember that no one gesture is universal. Although crossed arms can signal a communication blockage, it could also be necessary for warmth or simply a comfortable way to hold your arms. Rubbing your eyes could signify frustration, or it could just mean you're tired or have an itch. Try not to read into body language (yours or others') too much or too literally. Culture also plays a part in body language. Some cultures respect personal space more than others, so proximity guidelines would be different depending on who you are dealing with. Other cultures view eye contact as a threat and lack of respect, and not the sign of confidence that many Western cultures view it as.

16 Ways to Improve Body Language

Here are 16 ways to understand and improve your own body language.

1. Be Aware The first step to body language improvement is awareness. Start to pay attention to everything you do, and when you do it. The other day, I noticed I play with my earring when talking to certain people or about certain topics; with that realization I can better understand why I do it and what it means. Awareness is half the battle.

2. Study Others Look at other people — especially people you admire. How do they hold themselves? What can you learn from them?

3. Mirror the Other Person If you are sitting or standing opposite somebody, mirror their body positions, match their tone, and carry the same pace of conversation. Don't do it in an obvious or unnatural fashion. Even subtle mirroring can create a synergy and connection, and after a while you'll both be doing it naturally — you won't even know who is following who!

4. Be Aware of How You Cross Your Arms and Legs Many people find crossing arms or legs comfortable, so it's no use to say you can't do it. If you want to cross your legs, that's okay; just be aware of the direction you cross them in, and make sure you cross *towards* your conversation partner. Beware: crossing your legs in a "figure four" fashion with your ankle resting on your knee can be seen as being stubborn or arrogant.

Also, be aware of other ways of creating crosses with your body; women often grab their opposite shoulder or elbow, or people hold a drink on the table using the opposite hand: these are signs of a lack of confidence or closing your body (and mind) to the conversation.

5. Make Eye Contact Eyes are windows to the soul, and what you do with them communicates a lot. Be sensitive to cultures that eschew eye contact with elders or strangers; otherwise don't be afraid to look somebody in the eye. Not only will you say a lot by doing so, but you might also learn a lot.

6. Relax Your Shoulders Holding your shoulders by your ears is a sign of tension, and stands to put your conversation partner on edge as well.

7. Don't Slouch Although sitting ramrod straight might be a forced exaggeration, make sure you're not slouching. Your back — and social life — will benefit.

8. Face Your Conversation Partner Similar to crossing arms and legs, not facing your conversation partner is a

sign of distraction or disinterest. You'll increase engagement by facing your partner, and...

9. Lean In Have you ever had a conversation that you're both really enthusiastic about? You'll probably notice you both are lively, and leaning in towards each other.

10. Mind Your Fidgeting I'm a sucker for playing with my drink, or straw, an earring, or a bottle cap — with what I affectionately refer to as a "tactile fixation." But it can be a sign of nervousness and, at the very least, a distraction for others. Also watch out for touching your face or running your hands through your hair.

11. Don't Tilt Your Head (Too Much) Although a slight tilt of your head can indicate interest, too much of a head tilt ([women are the main culprits](#) for this) indicates submissiveness.

12. Don't End Sentences with Up-swings Although intonation isn't quite body language, it warrants mentioning since it's part of the subconscious messages we communicate. Ending your sentences like questions indicates a lack of confidence in what you're saying, which does nothing to instill others' confidence in you.

13. Go for a Firm or Matching Handshake Don't squeeze the life out of your new acquaintance, but a nice firm handshake feels good. I tend to try to match my acquaintance's handshake (like mirroring) — except for wet fishes. I just can't do it.

14. Know Where Your Hands Are Holding your arms behind your back with your hands clasped is a sign of confidence. (It also provides you with something for your hands to do if you're a fidgeter! This is great for [public speaking](#).) Conversely, holding your hands in your pockets might be comfortable, but can also indicate boredom or over-confidence.

15. Sit in an Engaging Position Unless you're star-crossed lovers gazing into one another's eyes, sitting directly opposite somebody indicates confrontation. It's even worse with a table or desk in between you, which creates a barrier. Instead, try to sit at a 45 degree angle. This provides comfort, space, and still allows you to mirror and engage.

16. Relax! Now that you're probably hyper-aware of everything you do and don't do, take a deep breath and relax. Adjusting your body language might feel unnatural at first, so don't force it too much. With a dose of awareness and applying these techniques gently over time, you'll communicate everything you want to with your words as well as your body

by [Nora Dunn](#)

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

This PD meeting, feel free to show us "What Not To Wear" for work!

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 –

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

APW Co Chairs—Rose Hughes & Loretta Nobert

The door of opportunity won't open unless you do some pushing.

- Anonymous.

I am very pleased to share with you a press release from Economic Development sent out on our behalf advertising our CDC !! - MaryLyn

Economic Development LETHBRIDGE

NEWS RELEASE

**For Immediate Release
November 09, 2011**

National conference to celebrate 25th anniversary in Lethbridge

Lethbridge, AB... The Lethbridge Chapter of the International Association of Administrative Professionals (IAAP) is pleased to announce that Lethbridge will be hosting the 25th anniversary of the Canada Divisions' Conference (CDC) in 2013. From May 23 – 25, over 200 members of the Canada District will gather at the Lethbridge Lodge Hotel & Convention Centre for outstanding education sessions and an opportunity to network with administrative professionals from across Canada.

In addition to the conference sessions and annual general meetings, attendees will have an opportunity to experience southern Alberta and see a region of Canada that many have not had the opportunity to visit before.

"We are very excited to have been chosen over Vancouver in our quest to win the bid to host the 2013 conference in Lethbridge," says Mary-Lyn Beattie and Sheila Finlay, Co-chairs, CDC Lethbridge. "The professional development portion of the conference is available for all administrative professionals in southern Alberta to attend." The conference will feature international speakers and guests from the College of the North Atlantic in Qatar.

This conference will mark a milestone year for the Lethbridge chapter as they host this national conference for the first time in Lethbridge and celebrate their own 30th anniversary. Locally, the Lethbridge IAAP Chapter offers monthly education and network opportunities that focus on training and professional topics of interest.

"We would like to congratulate members of the CDC committee for the hard-work and enthusiasm and are thrilled that we have been able to work with them during the bid process," says Kerry Lowe, Director of Convention and Event Development, Economic Development Lethbridge. "We are looking forward to continuing to support the committee on building pre- and post-conference experiences intended to entice delegates to expand their visit with us."

Economic Development Lethbridge promotes the city for conferences meetings and events. For more information about our partners and services, visit www.chooselethbridge.ca.

The International Association of Administrative Professionals is a not-for-profit professional association for office professionals with approximately 40,000 members and affiliates and nearly 600 chapters worldwide. Their mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development. There are 28 chapters in Canada including 19 in Eastern Canada and 9 in Western Canada.

-end-

For more information, contact:

Co-chairs,
Canada Divisions' Conference Lethbridge
Mary-Lyn Beattie - (403) 327-5724
Sheila Finlay – (403) 320-8888

Kerry Lowe
Director, Convention & Event
Economic Development Lethbridge
(403) 331-0022

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

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



Didn't receive your email copy of the newsletter?

Go online to www.iaaplethbridge.com

or

www.iahttp://community.iaap-hq.org/IAAPHQ/WesternCanada/Home/Default.aspx

and download a copy now.