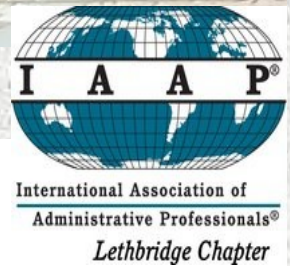




The Edge

Seasons Greetings



Tips and Tricks in Microsoft Applications *Tricia Maxwell*

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Tricia graduated from LCC with a 2 year rehabilitation diploma, graduated from U of L with a B.A/B.Ed (Native American Studies Education and Social Studies Minor). She started Computer Training in 1999 for a franchise – where she learned MS Office. Tricia has had her own business for the past 9 years (home based), providing computer training to individuals as well as contracted to City Hall, Teamworks Training, and casually with the Lethbridge School District #51

Tricia is self taught, and as a result has made all of the mistakes that can possibly be made in the programs...but she know how to fix them! (and that is the key!)

Tricia enjoys helping individuals have a more enjoyable time at

work... smoother computer work = less stress

We are fortunate to have Tricia come to our December meeting to give this presentation.

Tips and Tricks using MS Office – trying to make your day smoother

Keyboard Shortcuts –a quick review

Sharing information between programs –Object linking and Embedding

Word

Tabs – the unique ones such as right tab and decimal tab (make leaders)

Indents – the unique ones such as hanging

Bullets – customizing their appearance and creating multilev-

eled lists

Table of Contents – the easy way

Mail Merge – a review on how to make labels and e-mail messages (not to mention letters) Where is my check box?

Excel

Converting Rows to Columns

Dividing Information in one cell into tow (such as First Name and Last Name in same cell, divide into two)

Outlook

Color Code Inbox Messages



President's December Message

Season's Greetings Lethbridge Chapter Members!

As we close on 2011, I encourage all to look at your past year with IAAP Lethbridge and reflect on your experiences, the friendships and relationships you built, and the educational seminars you took part in. Looking back, 2011 has been a great and busy year for us! We have had some evident growth in membership, some wonder-

ful speakers, and a winning bid for CDC in 2013! I am sure that 2012 will be successful for our Chapter and I am eager to see if we grow even larger in numbers.

With that, please keep in mind that January's PD meeting is our annual "Membership Night". It's not too early to make plans with friends, relatives, or coworkers to attend as guests in January! We would

love to see lots of potential members that night, so please spread the word!

I wish you all Happy Holidays and a wonderful beginning to the New Year!

See you in 2012!

Tamara Sadar
Chapter President

Special points of interest:

- One person can make a difference:Page 4
- **CDC UPDATES** on Pages 4

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 – <i>New Member Orientation</i>	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



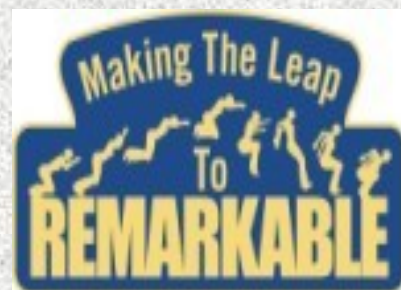
The Research and Educational Foundation wants to help you grow your career!

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:

Sheila F.

December 1, 2005

Happy Anniversary!!!

IAAPeople

My name is Romina Senneker and I have worked in an administrative support position for 22 years. My first job was with the Holy Spirit School division in the office/library for 18 years. I moved over to Alberta Health Services 3 ½ yrs ago working with various levels of the organization during AHS transformation. I have to say this position has given long distance relationships a whole new meaning. My journey with Alberta Health Services has been a very unique one as over the last two years my position has been largely a virtual

one working with team members located throughout the province.

I grew up in Lethbridge and moved to Taber 18 years ago where my husband and I have raised our two boys. I am a very active mom in my son's lives and enjoy every minute of it. I have coached volleyball for 23 years, officiated at swim meets, and organized various sporting events. Working with teenagers has been a very rewarding experience. In my free time, I like to enjoy the outdoors; running, hiking, kayaking and camping with my family.



I am looking forward to being a part of the Lethbridge Chapter as we prepare for CDC 2013. What an exciting time it is for this group.

Romina

Remember, December is a very good month for pitching in to help the community - something, incidentally, that it has in common with the other 11 months.

One person CAN make a difference. These simple ideas won't cost a great deal of money or time.

Talk to your neighbors. Christmas is a great time to make connections and talk to your neighbors. If you don't know them very well, "What are you doing for Christmas?" is always an easy way to start a conversation. Another way is to organize a Christmas street party.

Get involved in Christmas. Don't stay at home and watch the parade pass you by. Get involved in your community's local Christmas activities, whether that involves singing (or listening to) carols, attending a fair or a function, or taking part in a community get-together.

Say thanks. For many groups of people, Christmas is just another day at the office. Nurses, police officers, ambulance officers and fire fighters are just some of the people who will be forgoing time with their families this Christmas to ensure the community is safe and cared for. Don't forget to say thanks.

Lend an ear. For many people, Christmas is a stressful time or a time when they are reminded of their loneliness. Sometimes the biggest difference you can make is to sit down and talk to a person who is in need of some conversation and support. Alternatively, crisis telephone lines (like [Lifeline](#)) need volunteer counsellors to answer phones and, unfortunately, Christmas can be a time of high demand. Find out about the

help lines in your area and offer to undertake the training required to staff the lines for next Christmas.

Get your kids involved. Talk to your kids about scaling back your own family's Christmas present-giving to one gift per child. Encourage your children to think about the community groups that make a difference in their lives by donating a few coins, or by doing a few jobs around the house in exchange for a donation to a group. Ask them to pin-point toys they have outgrown that they would like to contribute to a community group that works with children, or that can sell the toys to help fund their work

"Courtesy of www.ourcommunity.com.au"



*Merry Christmas
and
Happy
New Year
To All
Lethbridge
Chapter
IAAP
Members!!!*

CDC 2013 UPDATES

FUNDRAISING COMMITTEE UPDATE

The Finance/ Fundraising committee met recently and after a most productive meeting I'm pleased to report that we have several exciting options in the works but please stay tuned for a more



in-depth update hopefully in our January newsletter.

Everyone is encouraged to bring any fundraising ideas or questions to Beulah.

*Beulah Sinclair CPS
CDC 2013 Treasurer (Chair Finance/ Fundraising Committee)*

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



Interesting Christmas Facts

There are many interesting facts surrounding the Yuletide season. Some of these are centered around the myths and old wives' tales that inspired many of the customs we now see today while others depict actual events that occurred during the period. A few of these are presented below for your reading enjoyment.

- Ever wondered where the idea of elves came from? They are actually modern day versions of "Nature folk" described in Pagan religions of the past.

- The Holy Days and Fasting Act of 1551 in Britain declares that all its country's citizens must attend the annual church services held on Christmas day. In fact it goes as far as stating that no vehicle should be used to travel to church on this day. The law still exists on the books, although it is not observed.
- The tradition of burning a Yule log actually has its roots in ancient Scandinavia. Supposedly the Yule log was a

source of good luck and its remnants were saved to inspire good fortune throughout the year. It was such a widely held belief that people even threw the ashes in wells to make the water safer to drink.

- It was once believed that any woman who went under a mistletoe and was not kissed would not marry the coming year.

Merry Christmas and Happy New Year!!

Important Dates

December PD Meeting

Dec 14, 2011

January Board Meeting

Jan 4, 2012

January PD Meeting

Jan 18, 2012

7 Critical Mistakes Women make at Work



*Welcome to
2011/2012*

*To
All*

*Lethbridge
Chapter*

*IAAP
Members!!!*

Mistake #1

Never interrupting

You don't need anyone's permission to ask a question. If you have a point to make, make it clearly and succinctly. It's useful to start with 'I'm going to interrupt you for a moment...' and then pause before you continue. If they still don't allow you to speak, you should use their name, and keep using it until they do. It may sound rude, but it isn't - and it works. One of my clients struggled to be heard in meetings. After practicing her new approach (she interrupted one of her colleagues mid-flow and asked them to explain exactly how a particular process was working) two other colleagues came up to her and said (and I'm paraphrasing here) 'I've always wondered about that process, but never felt I could ask'. The result? In meetings people now invite her to comment.

Mistake #2

Being nice all the time

Of course we all want to be liked, but you know that isn't always possible. It's the same with trying to reach a consensus - you can never please all the people all the time. Instead, be fair and act with integrity, and when you say 'no', mean it.

Mistake #3

Dressing for the job you do

In fact, you should ideally be dressing for the job you want to do. One of my coaching clients took this on board and within 6 months had been promoted two levels. What do managers, directors and leaders in your organization wear? Dress for the role, but never try to be who you are not; or example if you aren't comfortable with bright colors at work, then don't wear them. Instead, opt for bright accessories - handbag, jewellery, scarf or hair-clips all work well.

Mistake #4

Gossiping

If you must be seen to be 'part of the crowd' then simply nod a few times but don't get involved - don't agree, don't comment, and excuse yourself as quickly as you can. The people who will impact your future career need to know they can rely on you 100% - ever wondered why the office gossip has never been promoted?

Mistake #5

Not being recognized by your boss's boss

Do more to network; ask

them questions, then listen. Everyone's favorite subject is themselves, so if you show an interest in them, they will remember you. It needn't always be about work - if it's half term ask about their children, if it's almost the weekend ask what their plans are. If they ask you in return, keep it short.

Mistake #6

Decorating your desk

It's great to have small touches of home around you, but beware of personal clutter. Photos, cuddly toys, plants, silly calendars can all undermine your professionalism. You'd be surprised what people think about you from your surroundings (often subconsciously). By all means have a couple of photos but please, not too much!

Mistake #7

Turning a blind eye

You must act if you witness bullying or any other type of inappropriate behaviour. If you don't, then people will believe it's OK to behave like that. Be the person who stands up for what is right. Never rely on someone else to set standards.

By Liz Kentish

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

“We will open the book. Its pages are blank. We are going to put words on them ourselves. The book is called Opportunity and its first chapter is New Year's Day.”

Edith Lovejoy Pierce

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

DesiValley.Com





NEWS RELEASE

23 Days of Christmas Campaign Starts Today

December 1, 2011... Select People Solutions, Teamworks Career Centre and Meals on Wheels Lethbridge have partnered this year to begin the 3rd Annual 23 Days of Christmas campaign.

The campaign's goal is to fund the 2000 meals delivered by Meals on Wheels to Lethbridge residents. Last year the campaign directly raised \$13,000 and resulted in nearly \$1,000 in total donations.

Cuppers Coffee & Tea and Crazy Cakes, partner sponsors, are selling coupon cards around Lethbridge to further support the campaign. Each \$20 card has a gift certificate for either a two-pound bag of Cuppers roast coffee or a dozen Crazy Cakes cupcakes. Ten dollars from the sale of each card goes directly toward the campaign.

"The 23 days of Christmas campaign is a gift of community to the people of Lethbridge," said Miller. "Meals on Wheels provides a valued service that allows many seniors and others to continue living in their homes."

Meals on Wheels has operated in Lethbridge since 1970 and provides 60 to 80 hot and nutritious meals each day for members of the community who cannot provide for themselves. Local volunteers assist with the delivery of the meals prepared daily in the kitchen at the Pemmican Lodge.

Contact : Teamworks Career Centre
Tel : 403.382.3770

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

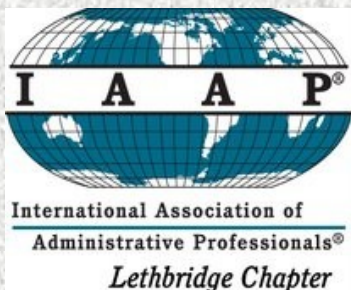
Registration and renewals can be paid on-line through IAAPs Web Community.

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.