



The Capital

Columbus Chapter
February 2010

Management Skills for Today's Admin

As the role of the administrative assistant continues to evolve with the dynamics of today's work environment, it is important to develop management skills. Join us on **March 23, 2010**, when Shirley Boyd SPHR will present an exciting, interactive workshop, where you will learn key management skills by exploring the following key areas:

- The Basic Fundamentals of Management Skills
- The Framework to Establish a Personal Brand
- Successful Deployment of Anchoring Techniques
- Reality Checks — Creating a Professional Growth Plan



Shirley Boyd has extensive experience in providing training in the areas of coaching and personal development. As a trained facilitator, she has delivered seminars to diverse populations, both nationally and internationally. She has an intimate understanding of today's various work environments and the need for developing effective management skills.

Recertification points have been applied for.

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Attached: December Meeting Minutes	

Upcoming Events—Chapter Calendar	
March 04	Board Meeting—Highlights for Children (E. Pagliery CPS)
March 23	Chapter Meeting—Anheuser-Busch, Inc. (B. Jackson CPS/CAP)
April 01	Board Meeting—Highlights for Children (E. Pagliery CPS)
April 22	Chapter Meeting—State Auto (B. Jackson CPS/CAP)
May 06	Board Meeting—TBA (E. Pagliery CPS)
May 18	Chapter Meeting—Upper Arlington Senior Center (B. Jackson CPS/CAP)
June 03	Board Meeting—Highlights for Children (E. Pagliery CPS)
June 08	Chapter Meeting—Embassy Suites Airport (B. Jackson CPS/CAP)

Mark your calendars—EFAM
July 18-21, 2010 Hynes Convention Center
Boston, Massachusetts

Bowl for Kids' Sake! **March 6, 2010**
Not bowling? Don't forget to sponsor an IAAP Member who is. The Columbus Chapter has two teams. The Bowling Bears and The Stars! Visit: www.bowl-big.org to sponsor one of our bowlers!

IAAP Spring Conference
Online, On Site, On Target
360° Business Relationship Building For Admins
March 8-10, 2010 | Reno, Nevada
Register Now!

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EVERY

President’s Message— Looking forward to Spring!



Dear Members:

This year, the Board and I decided to forego the January Chapter meeting for many reasons, one of which was the weather and I am sure glad we did. The average annual snowfall in Columbus is 28 inches and in the last week we beat that record. I am sure looking forward to Spring this year and I’m sure you are too!

Have you taken advantage of the wonderful programs we have offered so far this year? If not, there is still time and many more to come. Next month, we have Shirley Boyd who is going to help us improve our management skills; in April, we have Mike Perez who will help us enhance our speaking skills; and in May, we hope to have Pam Newsome back with more technology. Last year’s survey said you were looking for more opportunities in which you could acquire recertification points and with that in mind, these programs will all offer recertification points to help you **grow** your career portfolio and attain your career goals.

On March 6, the Civic Committee will be participating in Bowl for Kids’ Sake at the Columbus Square Bowling Palace located at 5707 Forest Hills Blvd. Even if you are not bowling, you are welcome to come out and cheer on our two teams, The Bowling Bears and The Stars, as they try to pull off a “hat trick.” Hope you can make it.

Our next Chapter meeting will be held on **March 23 at Anheuser-Busch Training Facility, 700 Schrock Road, Columbus**. The topic will be **“Management Skills for Today’s Admin”**; learn how to establish your personal brand, key management skills, and more.

I look forward to seeing you then!

Elsa

Elsa Pagliery CPS
2009-2010 President

Next month: Embracing Change!



IAAP Products

Visit the IAAP Logo Shop

We opened the IAAP Logo Shop last month!

It’s a place where you can get some of the IAAP branded products you’ve been asking for. Purchase shirts, ties, coffee mugs, grocery tote bags, dog clothes... well, maybe we haven’t been asked for that last one, but we’ve got them.



The designs are like nothing you’ve seen from IAAP before, and we’re sure you’re going to like them. Visit the IAAP Logo Shop, and while you’re there, be sure to check out the Avery binders that you can customize for your next meeting. <http://www.zazzle.com/IAAPHQ>

News from Ohio Division:



To access Chapter newsletters throughout the Ohio Division:

- ▶ Click Ohio Division
- ▶ Click Members Only (*on the left side of the screen*)
- ▶ Click Publications
- ▶ Click Chapter Newsletters

From here, you can click on any Chapter that has a hyperlink on the web page and it will take you out to the Professional Resources Document Library in the Web Community for the Ohio Division (for the specific Chapter selected).

Read the latest Buckeye Broadcaster at:
www.iaap-ohio.org

Are You an Office MVP?

Submitted by: OfficeTeam



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:

- 1. 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.
- 2. 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.
- 3. 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.
- 4. 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.
- 5. 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.

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 300 locations worldwide, and offers online job search services at www.officeteam.com.

OfficeTeam announces 2010 Administrative Excellence Award call for nominations

OfficeTeam and the International Association of Administrative Professionals are accepting nominations for the sixth annual Administrative Excellence Award.

The award is given to an administrative professional who demonstrates a commitment to leadership and education, and provides meaningful contributions to his or her employer. Nomination information and an online submission form are available at www.officeteamaward.com. The deadline for entries is April 30, 2010.

For more information, view the press release at: <http://www.iaap-hq.org/newsroom/pressreleases/OT-02-03-10.html> from OfficeTeam on the IAAP headquarters site.

Did you know?

That since 1952, the IAAP has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.



In 2010, Administrative Professionals Week is **April 18-24** with Administrative Professionals Day on Wednesday, **April 21**. This year's theme is **Power of Commitment!**

**International Association of
Administrative Professionals®
Columbus Chapter**
P.O. Box 16053
Columbus, OH 43216
www.iaap-cols.com

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Have a question about the meeting?

Contact: **Barb Jackson CPS/CAP**
Cell: 614-361-1856 or
Email: bjackson3@embarqmail.com

- The Basic Fundamentals of Management Skills
- The Framework to Establish a Personal Brand
- Successful Deployment of Anchoring Techniques
- Reality Checks — Creating a Professional Growth Plan



Registration deadline is **Tuesday, March 16, 2010**. Don't delay—register today!

Location: **Anheuser-Busch Training Facility, 700 Schrock Road**

March Chapter Meeting—Anheuser-Busch Training Facility

PROGRAM:	6:00 p.m.	LOCATION:	Anheuser-Busch Training Facility	700 Schrock Road	Columbus
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Menu: Tossed salad, assorted dressings, baked Lasagna, assorted cookies, assorted sodas and bottled water.

Dinner/Meeting Cost: \$15.00 Chapter Member \$21.00 Member at Large/Non-Member

Meeting Cost Only: \$5.00 Chapter Member \$15.00 Member at Large/Non-Member

There will be a \$30.00 charge for returned checks

Mail/Email Registration to:	—NEW—	Reservations/cancellation must be RECEIVED no later than Tuesday, March 16, 2010 . Deadlines will be adhered to
Please check all that apply: <input type="checkbox"/> Guest <input type="checkbox"/> Meeting ONLY <input type="checkbox"/> Past President <input type="checkbox"/> Vegetarian Meal	Claire Lacey CPS/CAP KPMG LLP 191 West Nationwide Blvd., Suite 500 Columbus, OH 43215 Email: clacey@kpmg.com	

Meeting Date: **March 23, 2010** **Make checks payable to:** **Columbus Chapter, IAAP**

Name: _____ **Company Name:** _____

Email: _____ **Phone:** _____

There will be a \$30.00 charge for returned checks

Check one: CHECK DISCOVER M/C VISA *Save my credit card number for future reservations*

Amount enclosed: \$ _____ **Expiration Date:** _____

Credit Card No:

Address for credit card: _____

Signature: _____