



THE SPINNAKER



VOLUME 18, ISSUE 4

BAHIA CHAPTER, NEWPORT BEACH, CALIFORNIA

OCTOBER 2011

PRESIDENT'S MESSAGE

Just last month I was saying that Bahia was off to a good start for the year. Do you know we're almost three months into the Bahia fiscal year? I guess it's true what they say about the older you get, the faster the time goes (speaking for myself, of course). But maybe some of us choose to say, "The busier we get, the faster the time goes."

We'll have a great speaker at the October 13 chapter meeting: Marie Knight, Community Services Director for the City of Orange. She was a presenter at last year's MCS Development Day and was very well received. She's a polished speaker and often presents for other local chapters. Marie will present Life Lessons from the Popcorn Bucket, which will encompass communication, conflict resolution, interpersonal relations, and much more. The meeting will be informative and a lot of fun. If you miss her presentation, you will miss a lot.

On October 15 is the professional development and networking forum presented by the California Division Board. It's always information-packed and so worth the price of \$15. Networking with members of other Southern California chapters is a great experience. One of the topics will be chapter fundraising. See attached flier for registration information.

I love October. Even though we don't have the definite four seasons, fall is in the air; the days are getting shorter. Why do we have to have Daylight Saving Time? Has anyone ever answered that question to our satisfaction? It seems that California's seasons seem to flow better, don't you think? We're seeing more flowers in hues of yellow, gold, and orange. Leaves are falling; the backyard is full of them. Pumpkins are showing up in the markets now—all sizes and varying colors—even white ones. I always felt sorry for the ones that no one picks.

The trick-or-treaters will be coming soon. I hope they're friendly goblins. Little boys always want to be scary; little girls usually want to be pretty—a chance to dress up and put on lipstick. When our kids were still young, we were getting ready for a party at church (an alternative to trick-or-treat). Our older son wanted to dress like a mummy. It took a long time to tear the sheets into strips. He was all wrapped up from head to toe—at least a half-hour's worth of work. I was so proud to see we had made a pretty good-looking mummy when he said, "Mom, I need to go to the bathroom." Gosh, I hadn't thought of that!

Until next month,

Beverly Lipscomb, CPS/CAAP



ITEMS OF INTEREST TO BAHIA MEMBERS

BAHIA CHAPTER BOARD

JULY 1, 2011—JUNE 30, 2012

President

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Membership Chair

Joan Snyder, CPS/CAP

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HAPPY BIRTHDAY!

Joan Snyder, CPS/CAP

October 8



HAPPY ANNIVERSARY!

Esther Gordon, CAP	1986
Joan Snyder, CPS/CAP	1986
Patty Masuda, CPS	1995
Eden Roa	2002
Laura Fuentes-Munoz	2007

BAHIA'S BULLETIN BOARD



BOARD OF DIRECTORS MEETING: The next Bahia board of directors meeting will be October 22 at 9:00 a.m. at the home of Norma Baltodano, CPS/CAP. Norma's address is 8891 Blackheath Circle, Westminster, 92683. Phone: 714.843.6525. All Bahia members are welcome to attend. Please contact either Beverly Lipscomb CPS/CAP or Norma for directions or MapQuest it.



WANT TO SEE YOUR NAME IN PRINT: Do you want to be a writer? *Spinnaker* articles are written by YOU! Email your article on a topic of interest to administrative professionals to JoAnn Thompson at joannt67@yahoo.com. The deadline for submission of articles for the November issue is Friday, October 21.



JOBS: If you are in the job market for a new position or wish to advertise a job opening, please contact Vee Molinari, CPS/CAP, at veemolinari@yahoo.com.

BAHIA CHAPTER MONTHLY MEETING

THURSDAY, OCTOBER 13, 2011, 6 P.M.

**THE DOUBLETREE CLUB HOTEL
SANTA ANA, CALIFORNIA**

Life Lessons from the Popcorn Bucket

Presented by:

Marie Knight, Director

City of Orange Community Services Department

Marie is a motivational speaker for many professional organizations, including the California Parks and Recreation Society, Southern California Municipal Athletic Federation, National Management Association, and several International Association of Administrative Professionals chapter events. She presented at the 2010 MCS Professional Development Day. Marie is high energy and very knowledgeable about customer service and promotability topics.

Marie's presentation will touch on many very interesting topics, including:

- communication
- conflict resolution
- interpersonal relations
- stress management
- managing change
- leadership skills

Marie is a wonderful speaker, and we look forward to her visit to our chapter! You will not want to miss her presentation.

The cost for the dinner and meeting is \$25 with reservations; \$28 without reservations. Reservation deadline is Tuesday, October 11. Reservations may be made by calling Vee Molinaro at 714.647.1640 or e-mailing her at veemolinari@yahoo.com. To be placed on Bahia's standing reservation list, please complete Bahia's monthly meeting standing reservations request which may be downloaded from www.iaap-bahia.org.

Note: The Doubletree Club Hotel charges for parking. Since Bahia is a preferred account, our members are eligible for complimentary self-parking. Tell the parking attendant that you are with IAAP, and you will be directed to the self-parking area. As an option, the Doubletree offers valet parking. Valet rates range from \$5 to \$14.

AN OPEN LETTER TO MEMBERS: WHY RENEW YOUR MEMBERSHIP?

Bahia Chapter needs your support. We trust that you have found your membership investment to be beneficial for you and perhaps your company as well. IAAP strives to be your resource for continuing education, advocacy, and professional networking. We hope you've taken advantage of some of these benefits:

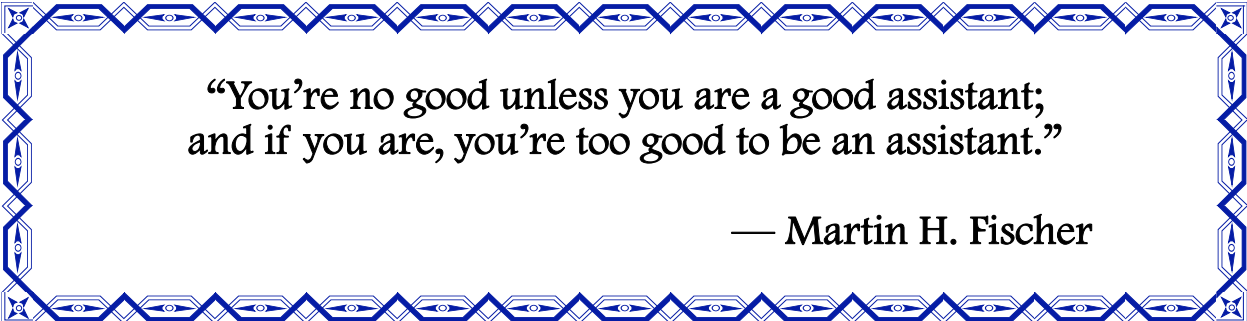
- Events and meetings that keep you connected with other professionals in the industry
- Access to association events and information on our website www.iaap-bahia.org
- Educational programs to help you manage at work
- Keeping current with new technology and rules of work
- Membership with the national organization—IAAP
- Networking with peers
- On-line classes and webinars through the IAAP website: www.iaap-hq.org
- *OfficePro* magazine

As with any association, our strength is in our numbers (members). This is why your continued membership is so very important to us. Only with your support can we remain a leading force in the administrative professionals group.

Conversely, your chapter is here to support you. If you are not seeing what you need, tell us. We want to see you excel—both professionally and personally. It starts with small steps. First, you can do things in the background, like helping to find speakers, helping co-chair the Membership Committee or the Ways and Means Committee, or taking care of registration at the door of chapter meetings. There will be someone to guide and help you; you cannot fail here. A good example is Toni Consiglio, CPS. She stepped up to give the inspirational messages at some of the meetings. (In case some of you are a little afraid to get up in front of the group, it just takes less than a minute to give the inspiration.) Toni also introduced the annual Bingo event for Bahia. Another example was Eden Roa inviting Bahia to her annual neighborhood yard sale in April, where over \$100 was added to the treasury.

This is my motto this year (or one of them, anyway): Remember, whatever you can do for Bahia—no matter how small—it's a big thing.

Beverly Lipscomb, CPS/CAP



**“You’re no good unless you are a good assistant;
and if you are, you’re too good to be an assistant.”**

— Martin H. Fischer

AN ATTITUDE OF GRATITUDE



Any behavior that is positively reinforced will get repeated. What the heck does that mean? Simply put, if you like something, say so or show your appreciation and it will happen again. But, in addition, developing an attitude of gratitude will make you a person of choice—someone people will want to be around, work with, and please.

If there's so much to be gained from something as small as saying, "Thanks, I appreciate that..." or "Thanks, I appreciate you..." then why doesn't everyone do it? There are lots of reasons, but I can think of a few: not wanting to show that you need help/support and appear weak or inept; feeling uncomfortable telling certain people (like higher ups or strangers) they are valued; being in an environment where people aren't routinely praised (openly or in private); or not making a habit of acknowledging the good, but rather seeing the glass as half empty.

Have you missed an opportunity to show gratitude?

- Acknowledging a door held open or someone letting you cut in line ahead of them
- Waving thanks to a driver who lets you turn in front of him when he could have made the light
- Telling a co-worker she's your role model
- Bringing a small gift to a boss who changes his deadline to accommodate your work schedule
- Complimenting the appearance of someone who is usually "invisible" at work
- Telling your exec you like his style and support of you as a professional
- Letting the IT staff know that the bugs are fixed and things are purring along
- Commending the janitors for turning a messy office into a spotless workplace
- Thanking someone for their quick response to an e-request

I once read a child's story where the refrain between a teeny tiny ant and other farm animals who helped each other out of dangerous situations, was always "It may not have been a big thing to you, but it was a very big thing for me." I've never forgotten that line and think of it often.

An attitude of gratitude may not be a big thing for you, but I can guarantee it is a big thing for others!

Susan Fenner, Ph.D.
IAAP Staff

WOULD YOU ENDURE A BAD BOSS?

While a certain amount of on-the-job pressure is unavoidable, an extra project, seasonal rush or general rise in workload can catch anyone off guard and add strain to an already-hectic schedule, too much stress can decrease job satisfaction and even lead to burnout.

What may surprise some is a survey by OfficeTeam, which revealed that nearly three-quarters (74 percent) of employees polled said they perform as well or better than normal in high-pressure situations. Still, many people under pressure tend toward “flight” rather than “fight.” If you’re of the “flight” variety, or even if you feel you could handle your stressful work situations better, the following guidelines should provide some help to ensure you make the most of crunch time:

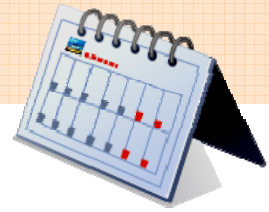
- **Take a breather.** If you’re under the gun, step back before you react. Yes, it’s easier said than done, but you’ll need to calmly and quickly assess the situation and come up with an action plan before you pull the trigger.
- **Collaborate.** Seek input from colleagues. When you’re confronted with a difficult or unknown situation, ask their opinion of the best course of action. If the pressure you’re facing is the result of project overload, identify tasks that can be delegated to another member of the group.
- **Stick to the plan.** Direct your energy toward situations where you can affect the outcome. Don’t spend time worrying about what you cannot change.
- **Prioritize.** Focus your efforts on activities directly linked to your most immediate objectives. Lower-priority tasks and those with deadlines farther out can be handled later.
- **Ramp up.** Use downtime in between busy periods to prepare for the next workload peak so you can work as efficiently as possible. Organize your files and determine what types of resources you might need.

Pressure situations can bring out the best or worst in people, depending on their level of preparation. By being organized and following some key tips outlined here, it’s possible to navigate stressful work situations with greater ease. Whether you’re trying to meet a tight deadline or faced with a sudden surge of work, demonstrating grace under fire will help you perform better and show your value to your employer.

OFFICETEAM[®]
Specialized Administrative Staffing

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

EVENTS CALENDAR



BAHIA MEETINGS:

Our regularly scheduled meetings are held the second Thursday of the month, at the Doubletree Club Hotel, 7 Hutton Centre, Santa Ana. Networking begins at 6 PM. Mark your calendars:

- OCTOBER 13, 2011
- NOVEMBER 10, 2011
- DECEMBER 8, 2011
- JANUARY 12, 2012
- FEBRUARY 9, 2012
- MARCH 8, 2012
- APRIL 12, 2012
- MAY 10, 2012
- JUNE 14, 2012

CAP & OM CERTIFICATION EXAMINATION DATES:

Exam Dates: NOVEMBER 4–5, 2011
MAY 4–5, 2012 Goldenwest College, Huntington Beach, CA
FEBRUARY 15, 2012 **Registration** Deadline for May 4-5, 2012 Certification Exam

FALL CONFERENCE:

OCTOBER 9–12, 2011 Sheraton San Diego Hotel & Marina, San Diego, CA

SPRING CONFERENCE:

MARCH 4–7, 2012 Harrah's Las Vegas, Las Vegas, CA

ANNUAL EDUCATIONAL FORUM & 60TH CALIFORNIA DIVISION MEETING:

JUNE 8-10, 2012 San Mateo Marriott, San Mateo, CA

MCS PROFESSIONAL DEVELOPMENT DAY:

OCTOBER 6, 2012 Location TBD

EDUCATIONAL FORUM AND ANNUAL MEETING (EFAM):

JULY 22–25, 2012 Gaylord Texan Resort, Grapevine, TX
JULY 28–31, 2013 *Anaheim Convention Center, Anaheim, CA*
JULY 27–30, 2014 Milwaukee Convention Center, Milwaukee, WI