



THE SPINNAKER



VOLUME 18, ISSUE 3

BAHIA CHAPTER, NEWPORT BEACH, CALIFORNIA

SEPTEMBER 2011

PRESIDENT'S MESSAGE

Well, Bahia is off to a good start for the coming year. Thanks to JoAnn Thompson, we had an excellent speaker at our meeting on Thursday, August 11. Ted Robison spoke on being "LinkedIn," and most of us learned a lot—especially using LinkedIn for job hunting. Ted was funny and made learning easy. Also, there was a board meeting at Norma's on Saturday, August 13, and we covered a lot of items, concluding with working on the budget for the year. It was quite exciting conducting my first board meeting!

As Joan Snyder, CPS/CAP, was the Bahia delegate at EFAM in Montreal, we have received one of the eight points we need to qualify for Chapter of Excellence. Norma Baltodano, CPS/CAP, has compiled our 2011/2012 annual budget, which will be discussed and approved at our September meeting. We are on our way to completing the second point.

I will have copies of the requirements for Member of Excellence on your tables at the September meeting. To qualify, attainment of just eight out of the eleven criteria is needed. One is to attend at least one professional workshop, seminar, or conference at least 60 minutes in length. (May I remind you that Professional Development Day/Multi-Chapter on October 1 qualifies.) The #2 criterion is to download and sign the form. How easy is that? The #9 criterion is to attend a minimum of eight IAAP-sponsored meetings. Having put it off long enough, I'm going to try this year so I, too, can add the "Member of Excellence" under my signature.

Did you know that we have Options?? Through the IAAP Website you can learn about operating systems and applications from your own home. The Options Microsoft Office Applications includes Word, Outlook, Excel, Access, PowerPoint, and Project—2007 and 2010 and Windows Vista and Windows 7. You can earn 6 recertification points per course. The Options Office Skills Training Program has a series of self-study modules with four different skill levels: Introductory, Intermediate, Advanced, and Specialist. Various subjects include Developing Positive Assertiveness, Office Politics, Working in Teams, etc. You can earn up to 24 recertification points for this training.

It was good to see several faces we haven't seen for awhile at the August meeting. Many of last month's meeting attendees signed up to give the inspiration message at our upcoming meetings. That's inspiring! I can't wait to see what's in store for the September meeting.

Until next month,

Beverly Lipscomb, CPS/CAP



ITEMS OF INTEREST TO BAHIA MEMBERS

BAHIA CHAPTER BOARD

JULY 1, 2011—JUNE 30, 2012

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Membership Chair

Joan Snyder, CPS/CAP

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HAPPY BIRTHDAY!

Valerie Sharp

September 9

Patricia Piecuch

September 22



HAPPY ANNIVERSARY!

Bea Donatelli, CAP

1992

Jeannette Merlino, CPS

1999

Victoria Molinari, CPS/CAP

2007

BAHIA'S BULLETIN BOARD



BOARD OF DIRECTORS MEETING: The date of the next Bahia board of directors meeting will be announced soon. Meetings are held 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 October issue is Friday, September 23.



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, SEPTEMBER 8, 2011, 6 P.M.

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

How to Master Your Money Mindset

Presented by: Cappi Pidwell, Success Coach, Producer, Speaker

This is Cappi's most revolutionary presentation on how to Master YOU and Make More Money!

We all have a relationship to money and it is a relationship we will have until the day we die. You can't divorce your money, so you should discover how your relationship to it dictates your bank account and your future! Most people don't realize the power of their feelings, thoughts, and limiting beliefs around money.

- Reflecting back on your past, can you genuinely say that you have leveraged all of your experiences so that they benefit you financially today?
- Looking at the present, are you completely satisfied with your life (and bank account) exactly as it is today?
- Thinking about your future, are you confident that things will just "get better" and your finances will magically improve as you progress and move forward in your life? Or do you worry and fear about your financial future?

This powerful presentation will empower and help you access your inner stops and blocks to wealth. You will learn how to remove the barriers that you have had for years, and how to create financial freedom!

Cappi Pidwell is a renowned expert in Human Behavior, NLP, and Hypnotherapy. She is a highly respected leader in the personal growth field. As an author and sought-out speaker, she has touched and empowered thousands of people with her insightful messages about the mind and how to enrich lives at every level, both personally and professionally.

Cappi's uplifting, sincere, connected style has made her one of the most appealing and successful teachers in the "mindset" arena. She is featured in the new movie *The Riches* and is currently in production of another new film that she is hosting.

The cost for the dinner and meeting \$25 with reservations; \$28 without reservations. Reservations can be made by Tuesday, September 6, by calling Vee Molinaro @ 714.647.1640 or e-mail 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: 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. The Doubletree offers valet parking as an option. Valet rates range from \$5 to \$14.

HOUSING SUBSIDY FOR ADMINS IN NEED (HSAN)

When Della Herring stood up at a meeting of NSA in 1947, she thought it was deplorable that secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the RTF has built and maintains just such a center. Since its inception, the Retirement Trust Foundation's (RTF) mission has been simply: to assist administrative professionals age 55 and older.

As a result, IAAP, through the RTF, has been able to do something that very few associations have ever done: build and maintain its own retirement center. However, the RTF realizes that not every administrative professional age 55 and older can (or wants to) live at Vista Grande. As a result, in 2003, the Foundation's Board of Trustees began a new program: the Housing Subsidy for Admins in Need Program (HSAN). Like Vista Grande, the HSAN program is funded through member contributions. Through HSAN, we can ensure that Della Herring's dream lives on.

Through this new service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs. To qualify, applicants must meet HUD financial guidelines. Assistance can be a part of or all of rent costs (depending on funds available and need). The Retirement Trust Foundation Housing Assistance and Vista Grande Grant policies as adopted March 20, 2010 can be found on the RTF website (<http://www.iaap-rtf.org/>). To apply for HSAN you need to download and fill out the financial assistance application (also on the website) and follow directions for submission. All applications are strictly confidential, so if you feel you are in a position to apply for this benefit, please don't hesitate to do so.

Joan Snyder CPS/CAP



UPWRITE PRESS

www.upwritepress.com

Writing eTips

mid-month mini

Word Pair of the Month:

Fare, Fair

There's a pretty simple difference between this month's words.

- **Fare** with an "a-r-e" means the amount charged, usually for a ride on some sort of transport vehicle.
- But **fair** with an "a-i-r" refers to something that is equal and right, such as **fair trade**. **Fair** can also be used in a somewhat old-fashioned way to mean "good looking" or "of very light complexion."

Don't mix these words up. They sound alike but have very different meanings, as in this sentence about modern-day travel: The new **fares** are simply not **fair**.

An excerpt from Writing eTips, August 2011

UpWrite Press Newsletters

<http://www.upwritepress.com/etips>

MCS PROFESSIONAL DEVELOPMENT DAY OCTOBER 1, 2011

ADMINS ACHIEVING EXCELLENCE



Mark your calendar to attend the 35th Annual Professional Development Day on Saturday, October 1st, at the Crowne Plaza Hotel in Irvine!

Hosted by Bahia, Citrus Valley, Cucamonga Valley, Orange Empire, and Valencia-Orange County chapters, this is **THE** must-attend event of IAAP Southern California!

SPEAKERS: We have two acclaimed speakers—W. Mitchell (“It’s Not What Happens To You, It’s What You Do About It”) and Todd Hunt (“Communication Bleeps and Blunders in Business”)—who will educate us, provide tips and ideas we can use in business TODAY...and make us laugh.

EXHIBITORS: We also have an array of exhibitors—some are oriented for business, some personal, and some just fun. Be sure to bring business cards to give to the exhibitors (some of whom also have prizes and give-aways) and to exchange with fellow IAAP and non-IAAP attendees. A welcome bag, Continental breakfast, lunch, prizes, and lots of networking are also included in the day’s event.

SPONSORS: In order to provide attendees with an event with quality speakers, exhibitors, and meals, we are always looking for ways to offset continually rising costs. To accomplish this, if you, your company, or you know someone who would like to sponsor, exhibit, or contribute items to the welcome bags, or provide a door prize, contact our website at <http://www.iaapmcs.com> for further information.

LOCATION: The hotel is conveniently located near John Wayne Airport at 17941 Von Karman Avenue in Irvine and is within walking distance of several restaurants. The room rate is \$84 and discounted self-parking is \$6 (either for overnight or the day of the event).

REGISTRATION: The registration cost for the event is \$75 for IAAP California Division and chapter members. Registration information is on the website (www.iaapmcs.com) and has been sent to each member by email.

QUESTIONS: If you have any questions, feel free to contact me by email at sydney.s.alexander@marsh.com or by phone at 949.399.5843.

We look forward to seeing you on Saturday, October 1st at the Crowne Plaza Hotel.



“Women Helping Women” is back by popular demand! Please bring your donations of gently used business clothing and/or accessories for women and men to the event. There is a big need for donations of purses, shoes and toiletries.

RESEARCH & EDUCATIONAL FOUNDATION (R&E FOUNDATION)

International headquarters has requested that chapters making annual contributions to the Retirement Trust Foundation (RTF) make any future contributions to the Research & Educational Foundation (R&E Foundation) instead. Following is background information on the this foundation and how they will be utilizing future contributions to benefit all members.

The R&E Foundation was created to advance the knowledge of the administrative profession and provide educational services to admins. Through the years, the Foundation has assisted the profession through the support of constituent research and benchmarking studies to help ensure that IAAP is focused on best practices in office administration. In addition, the Foundation has played a pivotal role in advancing the profession by making sure that IAAP's certification programs keep pace with the needs of the profession and requisite skills necessary to optimize office productivity.

Working Toward the Future

In the spring of 2009, the R&E Board of Trustees appointed a subcommittee to review the Foundation's mission and vision within the context of the rapidly changing needs of the profession. On July 24, 2009, the Board of Trustees approved the following mission and strategic goals to ensure that the Foundation was best meeting constituent needs in the years ahead:

Mission Statement: The IAAP Research and Educational Foundation is committed to advancing the careers of administrative professionals through research, education and publication initiatives that enhance their professional development.

Strategic Goals:

- Conduct, sponsor, or promote targeted educational programs that meet the needs of the profession, align with the strategic priorities, and communicate the core values.
- Support scholarships for IAAP educational conferences and IAAP certification programs.
- Conduct content validity studies for the CPS and CAP exams.
- Participate in co-branded research studies germane to the profession.
- Publish and promote educational and research materials.

With this in mind, we will have "piggy banks" at our chapter meetings for you to drop in any loose change you have that will go towards the R&E Foundation.

Joan Snyder CPS/CAP



WOULD YOU ENDURE A BAD BOSS?

It's often said that the people you work with can make or break a job, but could you tolerate a bad manager? In a survey by OfficeTeam, 46 percent of employees said they've worked for an unreasonable boss. Of those individuals, 59 percent said they stayed put and either tried to deal with the issue or suffered through the torment.

What can you do if you have a difficult boss? Following are different types of challenging bosses and how you might handle each one:

- **The micromanager** has trouble delegating tasks. This boss looks over your shoulder to make sure you complete a project *exactly* as told.
Coping strategy: Trust is usually the issue here, so make sure you build it. Meet all deadlines, pay attention to details and keep your supervisor apprised of all the steps you've taken to ensure quality work.
- **The poor communicator** provides little or no direction. Your assignments often have to be completed at the last minute or redone because goals and deadlines weren't clearly explained.
Coping strategy: At the outset of a project, ask for any information your boss has not yet provided. Diplomatically point out that it's critical to have these details up front to ensure you meet his or her expectations. Seek clarification when confused and arrange regular check-ins.
- **The bully** wants to do things his or her way, or no way at all. Bosses like this also tend to be gruff with others and easily frustrated.
Coping strategy: Stand up for yourself. The next time your supervisor shoots down your proposal, for example, calmly explain your rationale. Often, this type of manager will relent when presented with a voice of reason.
- **The saboteur** undermines the efforts of others and rarely recognizes individuals for a job well done. This supervisor takes credit for employees' ideas but places blame on others when projects go awry.
Coping strategy: Your job is to make your manager look good, but not at the expense of your own career advancement. Ensure your contributions are visible to others, including those above your boss in the organization, if possible. Keep track of your past projects and all communication with your supervisor, in case you ever need to defend your work ethic to senior management.
- **The mixed bag** is always a surprise. This manager's moods are unpredictable: He or she may confide in you one day and turn a cold shoulder the next.
Coping strategy: Try not to take this kind of disposition personally. Stay calm and composed. When this supervisor is on edge, try to limit communication to urgent matters.

You're likely to encounter various work styles during your career. By making an effort to understand each other, even people with different work styles can coexist in a productive and peaceful workplace.

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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

