



International Association of
Administrative Professionals®
Ottawa Chapter



February/March 2013

IAAPulse



Special points of interest:

Please consider a position for the 2013/2014 term.

See page 2 for more information!!

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How are you going to “Be the One?” by Leslie Robinson

It's been a long, cold winter and I have struggled many times with this question myself.

It's hard to Be the One for anyone when you are not taking care of yourself! I found this out the hard way. I struggled with depression and illness this winter and found that I had very little to bring to the table in any aspect of my life. I did a lot of soul-searching and reading and now I would like to share some of what I learned with you.

We humans are four-dimensional. I learned this from Stephen Covey's *The 7 Habits of Highly Effective People*. The four dimensions are *body, mind, heart, spirit*. When any of these aspects are ignored, we suffer and so do our loved ones, our jobs, as well as our community.

We need to take care of our bodies by exercising regularly, eating properly and getting the rest that we need. When we neglect this, we do not have the energy to take on daily tasks, never mind dealing with a difficult life event! When our bodies are neglected, we easily become ill and have a difficulties recovering from illness.

We need to take care of our minds by reading good books, having intellectual discussions, and stretching our comfort zones. Our minds need to be exercised just as much as our bodies do! When our minds are neglected, we stop growing as an individual and we become obsolete in the workplace.

We need to take care of our hearts by connecting with others on an emotional level and develop meaningful relationships with the people that are important to us. Our hearts also benefit from connecting with and helping others in our communities. When we do not take care of our hearts, we feel isolated, alone, and often depressed.

We need to develop and take care of our spirits by looking for meaning in our lives and connecting with the Universe (for some, this may be any one of several entities). We often get caught up in the daily grind without even considering “why am I doing this?”. Our daily life often seems pointless when there is no meaning or purpose to what we are doing.

How are you going to “Be the One”? I am still exploring the answer to this question because it is not any easy one and not to be taken lightly. In addition to Stephen Covey's *The 7 Habits of Highly Effective People*, I have also read Jeff Olson's *The Slight Edge*, Dr. Wayne Dyer's *Excuses Begone!* as well as several relationship-specific books to help me find the answer to this question. Next on my list is James Allen's *As a Man Thinketh* and Eckhart Tolle's *The Power of Now*. I won't stop reading good books like these until I find the answer to this question.

I challenge each of you to answer the question, How are you going to “Be the One”? Please share with me your answers and / or what you did or are doing to answer this question. I'd love to hear from you!



Nominations *by Kim Picard*

It's Time ...



It's that time of year again, when the Ottawa Chapter is looking for your assistance in running ... the Ottawa Chapter!

Remember when you were initiated ... “and in return, you give of your time and expertise ...”. Well, we need you! We need your expertise. So PLEASE sign up, do your share, give some of your time.

We realize the value of everyone's time. Whatever time you can spare to the chapter is greatly appreciated, and helps with the “behind the scenes” work in keeping this chapter running.

Get the most out of your membership, and help your fellow members, by signing up! Following are the positions available.

President-Elect
Vice President
Secretary
Treasurer
Education
Membership
Bylaws & Standing Rules
Certification
Registration

Algonquin Advisory Committee
Events
Fundraising
Newsletter Editor
Nominations
Public Relations
Social Events
Webmaster
Education

And the best thing is ... you don't even need experience!!!
It's “on-the-job” training!!!

Send your requested position to nominations@iaap-ottawa.org.
Elections will take place at the Annual Meeting, June 13, 2013.



Walking Meetings—Stand up for Your Health!! by H el ene Sinclair, CAP-OM



In our field of work, much of our time is spent sitting either in front of a computer or in meetings. I am privileged to work with the Healthy Active Living and Obesity Research Group (HALO) with the CHEO Research Institute (www.haloresearch.ca) where we are constantly seeking ways to reduce our sedentary time. As I noted in last month's edition of the IAAPulse, my director was quoted in an article in MacLean's Magazine about why sitting is a dangerous health threat - I encourage you to visit the link to read it if you haven't already!! (<http://www2.macleans.ca/2013/01/08/dont-just-sit-there/>).

Here at HALO, we incorporate activities whenever we can (ball hockey, walking, visiting the Bear Fitness gym, sitting on an exercise ball instead of a chair, stationary pedal machine placed under your desk to use while working), but most recently we developed something we hope will catch on, not only within our group, but within the larger CHEO family and perhaps through the writing of this article have it spread through the IAAP family!!

We developed a system of 'Walking Meeting Rooms'. With the help of a practicum student (Kristina Fabris from Lakehead University), we mapped out various routes of different lengths of time (15, 20, 30, 45 and 60 mins intervals). Then we worked with our Information Services department to develop "Walking Meeting Rooms" that could be booked through Outlook. One of the issues with our meeting rooms here at CHEO is they are most often always booked way ahead of time, so this provided us with an opportunity to have meetings where the rooms are never overbooked (because it's limitless). We have asked staff to book the rooms in the calendars so that we may track some statistics and see how many are using it. We continue to promote it through various venues - an example would be with the upcoming Sneak It In Week April 8–12, 2013, where we will be including one of our daily challenges to hold all meetings on 'one' chosen day as a walking meeting or stand for the duration of the meeting.

While I do understand not 'all' meetings can be walking meetings, there are ways to reduce your sitting time during your work day. If you must be in a meeting, take stretch breaks or stand for part of the meeting. Alternate sitting time at your desk with other tasks (deliver messages in person instead of sending an email or calling a colleague in your building, go refill your water at a cooler/or fountain further than usual, etc.). I know we try to be as efficient as possible in our work, but *healthy active individuals will produce more!*

If you would like more information about the walking meeting rooms, send me an email at hsinclair@cheo.on.ca and I will forward you the instructions for Word 2003 and 2010 on how it works.

There is so much information about helping us to reduce our sedentary time. Here are a couple of other links you may want to check out!

- Sedentary Behaviour Research Network <http://www.sedentarybehaviour.org/>
- ParticipACTION's Sneak It In Week: <http://www.participaction.com/programs-events/programs/sneak-it-in/>

Bottom line... Get Moving!! Build physical activity into YOUR workday!



Upcoming Events—Dates to Remember

CHAPTER LEVEL MEETINGS/EVENTS

March 28, 2013

Ottawa Board Meeting

Canadian Centre on Substance Abuse, 75 Albert Street, Suite 500

Please RSVP your attendance to president@iaap-ottawa.org

April 11, 2013

Ottawa Chapter Meeting

Gord Woodburn, A Biker's Take on Project Management

Chimo Hotel, Ottawa

April 24, 2013

Ottawa Chapter Administrative Professionals' Day Event

Confidentially Speaking—For your Eyes/Ears Only

7:30am to 11:30am

Chimo Hotel, Ottawa

May 9, 2013

Ottawa Chapter Meeting

Matthew McBain, How Money Works

Chimo Hotel, Ottawa

DIVISION & INTERNATIONAL LEVEL MEETINGS/EVENTS

[Canada Division Confernce \(CDC\), Lethbridge, Alberta, May 23–25, 2013](#)



[EFAM 2013—Anaheim California, July 27-31, 2013](#)

Other Dates to Remember: 2013

- April 21-27, Administrative Professionals' Week (April 24 AP Day)
- May 4, CAP and OM Exams
- August 15, November CAP exam registration deadline
- November 2, CAP and OM Exams



5th Annual Forum on Administrative Excellence—Tuesday May 14, 2013

Presented in conjunction with:
International Association of Administrative Professionals:
Ottawa Chapter
Ottawa West Chapter

Registration is open - reserve your spot now!

The role of the administrative professional has never been more critical in today's knowledge and information intensive workplace. The 5th Annual Forum on Administrative Excellence is packed with the latest techniques, strategies and tools you can apply right away to maximize your on-the-job performance and enhance your growth opportunities.

Through dynamic keynote sessions, panel discussions with leading practitioners and breakout sessions with expert facilitators, you'll gain critical insight, sharpen your skills and re-energize your outlook - all in one day.

Only \$445 for the full day! (Continental breakfast, networking lunch and afternoon refreshment break are all included in your fee.) IAAP members qualify for a 10% discount off the registration fee. [Register now!](#)

- View the 2013 [program at-a-glance](#)
- [A Message to Your Manager & Why You Should Attend](#)

Member Anniversaries

February

Moya Firth - 6 Years
Linda Lecours - 2 Years
Jane Nimmock - 6 Years
Danielle Pensa - 6 years
Fiona Rothwell - 5 years
Tania Vials - 8 Years

March

Cheryl Holmes - 7 Years
Kathy Lavigne - 1 Year
Helen Loverdos - 15 Years
Shirley McKey - 6 years
Mary Parsons - 10 years



Reckless Resumes

Why Yours Might be Getting You the Wrong Kind of Attention



Whether you're a fledgling job seeker or someone looking to make a change mid-career, you'll need to put your best foot forward when presenting what you have to offer. But if even impressive credentials and a strong work ethic described in your resume don't seem to be getting you anywhere, you may need to dig a little deeper to find out why.

Because competition is so fierce among job applicants, hiring managers have the unenviable task of sorting through stacks of resumes whenever they post an employment ad. You may think the problem is that your resume is getting lost in the shuffle when actually the opposite is true; it's standing out – for the wrong reasons.

Following are some tips to make you noteworthy instead of notorious when looking for a job:

- **What's in a typo?** A lot actually, if you want a potential employer to continue reading your cover letter and resume. Even minor spelling or grammatical errors might lead a hiring manager to incorrectly assume that you're careless about your work as well. Taking the time to carefully proofread and submitting, clean, flawless documents increases your chances of being considered for a position.
- **Let your resume speak for itself:** ... so you don't have to. Making bold or grandiose statements about yourself to impress an employer pretty much guarantees your resume will get an eye roll and a place at the bottom of the stack. Try a more professional approach to toot your own horn. Provide concrete examples where your particular contributions or expertise led to a positive outcome at a former company and explain how those skills would be beneficial to the position for which you are now applying.
- **Did you forget something?:** If you feel you've done everything you can possibly do to pique an employer's interest but you're still not getting anywhere, social media may be to blame. Check any sites you use such as Facebook, Twitter and LinkedIn for postings or images that a hiring manager might find questionable and remove them immediately. Many managers today search for and review candidates' online activity as a part of the hiring process. Your online "tracks" reflect on you just as much as your written documentation and consequently should be given the same degree of professionalism and attention to detail.

When entering the job market, the best way to increase your chances of getting on an employer's most wanted list of candidates is to make sure your resume stands out – for the *right* reasons.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at www.officeteam.com.

OFFICETEAM®

Specialized Administrative Staffing

A Robert Half Company

“Is there any way I can make you forget I said that?”

Four Common Blunders People Make During Job Interviews

The [job interview](#) is going well so far, but the questions are getting more in-depth. In an attempt to learn how you deal with conflict, the interviewer asks if there is anyone at your present job you don't get along with and how you handle it. You humorously reply, “Well, I really don't like most of the people I work with, so I figured the best thing to do was look for another job, am I right?”...

During the awkward pause that follows, you realize you've pretty much sabotaged your chances of getting hired.

A job interview is usually the deciding factor in the hiring process, so even small slip-ups can knock you out of the running. Fortunately, there are some things you can do to preempt potential gaffes. Following are four common interview blunders and tips on how to avoid them:

- **Showing up late for the interview:** You're stuck in traffic but decide to wait until you arrive at the interview to explain why you're late. In the meantime, however, a hiring manager might assume you're a no-show and cancel the meeting. To prevent the interviewer from coming to the wrong conclusion, give a heads-up by calling ahead and explaining the situation. Better yet, leave for the interview with plenty of time to accommodate potential traffic. It's far better to arrive early and sit in your car until your appointment time than to arrive late.
- **Forgetting details on your resume:** You fumble when asked to recall dates of employment or other data from your resume. Over time, your memory can become fuzzy about past experiences. When preparing for your interview, take some time to review everything on your resume.
- **Not doing your research:** You trip up on questions pertaining to your knowledge about the company. And when asked about your salary requirements, you cite a figure you later realize is well below current standards. Side-step an awkward situation by researching the company's product and service lines as well as major competitors and reviewing the latest salary data for your field, such as information contained in the [OfficeTeam 2013 Salary Guide](#), prior to the interview.
- **Giving a poor response to a question:** You're dissatisfied with the way you answered a question, but the interviewer has moved on to another topic and you don't think it's appropriate to bring it up again. But when the interview is over, you may regret missing the opportunity. Don't hesitate to ask if you can elaborate on an answer you gave earlier in the interview.

Make heading off potential slip-ups part of your pre-interview preparation. It's easier to avoid an interview blunder than it is to recover from one.

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Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.



Find us on the web at www.iaap-ottawa.org

Find us on Facebook at [IAAP - Ottawa Chapter](https://www.facebook.com/IAAP-Ottawa-Chapter)



On Being Newsletter Editor...



As mentioned earlier in the newsletter, it's that time of year again and I will be resigning as newsletter editor this year after serving a two year term. I am hoping that someone will step forward for this outstanding position!! If you love to write, like to be creative, this is for you!! If you want to improve your desktop publishing skills, this is for you!!

The content is provided by members, and there are many resources offered through the IAAP website. Office Team provides us with an article to include every issue. You can join the EGroups Newsletter Editors group to see the rest of the newsletters from all over and you will get many ideas for content and design, layout, etc.

It has been a truly rewarding experience and I want to let you know, if you decide to put your name forward, I'm here for YOU!! I'd be happy to help you get started. You will have files to work from as a template or if you wish to re-design it - then that is up to you as well!

Please contact nominations@iaap-ottawa.org if you are interested and if you have any questions about the role, feel free to contact me.

Hélène Sinclair, CAP-OM

I am only one, but still

I AM ONE.

I cannot do everything, but still

I CAN DO SOMETHING.

and because I cannot do everything,
I will not refuse to do something that

I CAN DO.

- Hellen Keller



International Association of
Administrative Professionals®

Ottawa Chapter

Ottawa Chapter presents:

2012/2013 Education Program



- September 13, 2012 **“Laughter for Excellence”**
Sophie Terrasse, Laughter Capital & Sunflower Institute Ottawa
- October 11, 2012 **INFORMATION NIGHT**
“Career Self-Management Skills During Challenging Times”
Rob Notman, KWA Partners
- November 8, 2012 **EXECUTIVE NIGHT**
“The Myth of Motivation: How to Make Things Happen For You and Others”
Paul Frazer, Mindscape
- December 6, 2012 **CHRISTMAS DINNER**
“The Top Ten Sins Most Managers Make & How to Avoid Them”
Brian Smith, Soft Skills Training and Leadership Development
- January 10, 2013 **“Networking—The Relationship Factor”**
Michael Hughes, Networking for Results
- February 14, 2013 **“Our Two Brains”**
Bill Caswell, Caswell Corporate Coaching Company
- March 14, 2013 **“Meeting and Event Planning”**
Carole Saad, Meeting Professionals International, Performance Management Consultants
- April 11, 2013 **“A Biker’s Take on Project Management”**
Gord Woodburn, Project Manager, Motorcycle Enthusiast
- May 9, 2013 **“How Money Works”**
Matthew McBain, Primerica Financial Services
- June 13, 2013 **Annual General Meeting (no educational program)**

For specific details on each program, be sure to visit our website at www.iaap-ottawa.org

All Meetings are held at the Chimo Hotel (1199 Joseph Cyr Street, Ottawa)

To register: registration@iaap-ottawa.org

Speakers and/or topics subject to change without advance notice