

**Board  
of  
Directors**

- Jennifer Labe - President
- Linda Wilson - Vice President
- Sue Zapf - Treasurer
- Pam Parks - Secretary

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# HC Dispatch

Volume 1, Issue 1

October 2011

## President's Message

Hello everyone! Welcome to another year with the Harford Chapter IAAP. I want to thank you all for your vote of confidence in electing the following individuals for our board for the 2011 - 2012 year.

President: Jennifer Labe  
 Vice President: Linda Wilson  
 Treasurer: Sue Zapf  
 Secretary: Pam Parks

We will strive to make this year the best ever for our chapter. We appreciate your anticipated support as we meet the challenges of the new year.

Even though it is only our second meeting, your board has been hard at work for our chapter. We have taken on the challenge of supporting our Division Annual meeting in

June by taking charge of the Fund Raising area at the venue. More on how you can help with this endeavor at a later date. We will also be paying the required Division Annual Meeting support of \$2 per chapter member out of our chapter budget.

Another division event was the Fall Education Conference and Open Board Meeting scheduled on October 8th. There were 8 members who attended and represented the Harford Chapter.

Our chapter meetings will continue on the third Monday of each month. Please plan to join us for the important Open House meeting on October 17th at the Hayes-Heighe building on the HCC campus. Bring a friend to enjoy the

great food, venue, fellowship and an informative session by Cheryl Eibner of Dale Carnegie. Watch your email for this important invitation.

Our chapter's success depends on the involvement of all our members. Please consider joining a committee, heading up a special project, and supporting our fundraising efforts. Volunteering is some way will help our chapter make the "Leap to Remarkable".

Respectfully,

Jennifer Labe  
 President  
 Harford Chapter IAAP

## CAP/CAP-OM Certification

Would you like to improve your professional qualifications, increase your skills and knowledge and raise your self-esteem? Then consider taking the certification

exams. You may also obtain college credit and according to the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

the website <http://www.iaap-hq.org/certification> or contact Linda Wilson, CAP, Certification Committee Chair, [lwilson@harford.edu](mailto:lwilson@harford.edu).

For more information, visit

# 2011 - 2012 Committee Chairs



We are all a piece of the puzzle.

“Appreciate everything your associates do for the business. Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They’re absolutely free and worth a fortune.

~Sam Walton



Introducing the 2011– 2012 Committee Chairs:

- Bylaws: Shirley Lucas
- Certification: Linda Wilson, CAP
- Education Program Chair: Deborah Hayes
- Fundraising: Janine Lumpkins
- Membership: Cheryl Harvey
- Parliamentarian: Carol Sherman

- Publicity: Emma Dill
- Sunshine: Patricia Ross

The chairs are requesting assistance. Please consider joining the team. Your help would be greatly appreciated. Your participation on a committee would also provide you the benefit of fulfilling a criteria for MOE and you will be helping the chapter achieve their goals. Please help make our chapter a success and join a committee.

## Newsletter Guidelines

The purpose of the HC IAAP newsletter is a monthly publication to keep its members informed of chapter activities, events, association news, career development resources, and professional trends. To be able to achieve this purpose we will need to work together as a team and show case our communication skills. The following guidelines will help HC IAAP to have a successful publication.

1. We are committed to publishing 10 newsletters per year; October - July.

2. Committee Chairs need to provide quarterly and the board will provide a report for each newsletter.

3. Newsletter articles are to be professional, relevant to the group and 350 words or less. Each article submitted is subjected to the editor or boards approval. All articles must be submitted to the editor by the last day of the month before next Newsletter is due. i.e. if you want an article in the November newsletter your articles need to be submitted by 31 October. Submission of all articles and items for the newsletter are to be sent electronically to the editor at IAAP.HC@gmail.com.

4. The distribution of the newsletter will be the 3rd Monday of the month.

5. A final version of each

newsletter will be placed on the eGroup of the IAAP Headquarters website as well as on the HC IAAP website.

6. The newsletter can be 2 to 10 pages in length.

7. It will have standard features such as President's Message, Upcoming Events, Birthday's and Anniversaries. Years will be omitted from the entry.

8. All members grant the newsletter editor permission to use photos of them unless otherwise noted in writing.

For the newsletter to be a success it will take the chapter members as a whole working together.

# Monthly and Board Meeting Information



The Harford Chapter (HC) monthly meetings occur on the 3rd Monday of the month. Each meeting be-

gins with dinner at 5:30p.m. at the Harford Community College Chesapeake Dining Room. The cost of the dinner is \$13.00. The program starts at 6:00p.m. Please R.S.V.P. to Pam Parks at ParksP@battelle.org. The meeting topics have been set for the year and can be found on our website <http://harfordiaap.org> or further in this newsletter.

The HC Board Members will meet monthly on the 1st Tuesday of the month. These meetings are open to all, however, to ensure accommodations are large enough, R.S.V.P.s are required. Please contact the HC President at [jlabe@harford.edu](mailto:jlabe@harford.edu).

**“Great things are not done by impulse, but by a series of small things brought together”**

**~Vincent Van Gogh**

## Upcoming Events

### Harford Chapter Events

**October 17th:** Harford Chapter Open House - Hays-Heighe House, Harford Community College (HCC). Guest speaker, Cheryl Eibner of Dale Carnegie Consultants, Towson, MD will be presenting “How to Disagree Agreeably”.

**November 21st:** Monthly Meeting - “Heart Health” will be presented by the Upper Chesapeake staff.

**December 19th:** Annual Christmas Social with Networking & Ornament Swap.

### Division Events

November 5th: From 9AM - 4PM Holiday Craft Bazaar - Johns Hopkins University Applied Physics Lab, Columbia, MD. Handmade crafts, baked goods and more available for all. For more information go to the divisions site <http://www.demddc-iaap.org>.

March 9th-10th: Reserved date for the 2012 Certification and Spring Education Conference. This will be worth 8 recertification points. More information will be forthcoming.

### International Events

March 4th - 7th : Spring Conference, Harrah’s Las Vegas, Las Vegas, NV. For more information go to the <http://community.iaap-hq.org/home>.



## Birthdays & Anniversaries

Happy Belated Birthday to those who celebrated their birthday’s in August and September and a Happy Birthday to those celebrating in October.

- Aug 5th - Laura Drake
- Aug 16th - Jennifer Labe
- Sept 6th - Theresa Liberto
- Sept 16th - Denise Smith, CAP
- Sept 30th - Brenda Kampes
- October 9th—Janine Lumpkins



Happy IAAP Membership Anniversary to:

- Heather Gasswant (5 years)
- Andrea Jenkins (2 years)
- Jennifer Labe (5 years)
- Robyn Smith (4 years)



All members above celebrated their anniversary on October 1st. Congratulations!

# Pathways to Excellence



“The Pathways to Excellence recognition program was designed to increase your value as a career-minded individual/administrative professional.” The program is based on ten principles. They are listed below.

- Certification
- Commitment
- Communication
- Education and Training
- Fiscal Responsibility’

- Leadership Development and Roles
- Marketing/Research/Community Outreach
- Program Participation
- Recruitment and Retention
- Strategic Planning

The above information and the below criteria for each section of the program was taken from the IAAP Headquarters website, <http://pathways.iaap-hq.org/pathways/Home/>

Congratulations  
to those  
members who  
achieved  
Member of  
Excellence in  
2010 - 2011:

Emma Dill

Norma Wagner

## Member of Excellence

A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in

length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.

5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification

6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.

7. Serve as a chapter, division, or international officer, committee chair,

or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.

8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).

9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.

10. Recruit at least one new member.

11. Integrate IAAP membership and involvement into annual performance plan or review.



# Chapter of Excellence

1. Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1.
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.
3. Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division by June 1.
4. Chapter holds at least one

- New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.
5. Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division by April 30.
  6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the

- Division Annual Meeting held in the current IAAP fiscal year.
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.
  8. As of June 30, at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence.

**“All great achievements require time”**

**~Maya Angelou**

## Division of Excellence

1. Division submits Chapter Education/Training Evaluation form to IAAP Headquarters Membership Department by October 15.
2. Division submits division budget and annual division financial review/audit report to the International Treasurer by December 31. Division submits Chapter Financial Evaluation form to IAAP Headquarters Membership Department by January 15.
3. Division submits completed Chapter Membership Drive Evaluation form to IAAP Headquarters Membership Department by June 15.

4. Division submits completed Chapter New Member Orientation Evaluation form to IAAP Headquarters Membership Department by June 30.
5. Division develops and updates the division’s business plan. Division submits business plan to International President-Elect by April 30. Division submits completed Chapter Business Plan Evaluation form to IAAP Headquarters Membership Department by May 15.

6. Division submits a completed Division Annual Meeting Credentials Verification form to IAAP Headquarters Membership Department by June 30.
7. Division sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.
8. As of June 30 of the current IAAP fiscal year, at least 20% of the division’s chapters qualify for Chapter of Excellence and at least 7% of the division members qualify for Member of Excellence.

## Autumn Color Extracted from Newsletter eGroup; Kathleen Riley submittal

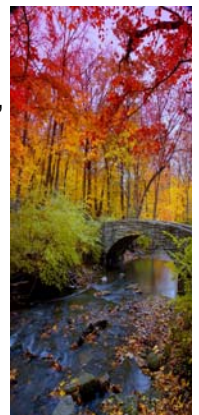
Jack Frost paints a portrait of beauty  
 With colors so vivid and bright,  
 It’s framed with a purple misty haze  
 And draped in a frosty night.

Big, fat, bright orange pumpkins  
 Nestle snugly among shocks of corn:  
 Leaves flutter silently earthwind:

Ice sparkles like glass in the dawn.

The nuts drop softly upon the ground.  
 Leaves fall and hide them there:  
 Squirrels work away industriously,  
 Their winter stare to prepare.

A pale harvest moon sails serenely  
 Across a star-studded sky,  
 And smiles on a world full of color  
 Since Jack Frost has just passed by.  
 ~unknown





International Association  
of  
Administrative Professionals

## Harford Chapter IAAP

### Board of Directors

President: JLab@harford.edu

Vice President: lwilson@harford.edu

Treasurer: szapf@harford.edu

Secretary: ParksP@battelle.org

### Newsletter Editor

IAAP.HC@gmail.com

### IAAP Core Values:

- Integrity • Respect • Adaptability • Communication • Commitment

The goal of our chapter is to assist our members to "Make the Leap to Remarkable" by:

- promoting education of our members by holding programs worth certification points.
- keeping the membership informed of educational programs available through the Division and other chapters
- supporting members endeavors to become certified through participation in study groups.
- promoting the well-being of our members by providing programs that enrich their personal lives.
- providing assistance to a community charity organization.
- promoting participation in the chapter endeavors through volunteer opportunities.
- providing the opportunity for members to take on leadership roles.

## Making the Leap to Remarkable



# Use the Active Voice

By Susan Fenner, P.h.D



You may recall learning somewhere back in grammar school the use of "voice" in English class. Passive voice indicates that the subject (of the sentence) is being acted upon. Active voice shows that the subject is performing the action. For example, a use of passive voice would be "The ball was thrown." In active voice it would be, "I threw the ball."

Since few of us are asked to diagram sentences any more or identify parts of speech, why then is it so important to distinguish between the active and passive voice? Because employers value employees who use the active voice in their responses to workplace issues. Would you rather have a worker who brings you problems or brings you solutions? Obviously the latter, especially with the time, money, and staff crunch we're all operating under.

So, how can you change the habit of using passive voice and replace it with assertive, confident, results-oriented action verbs?

Here's some suggestions.

1. Your exec doesn't pay you to sit and wait for an assignment. You are now expected to find problems and opportunities and move in on them without being told. That's every admin's new role. Look for what needs to be done, then do it!
2. Your boss is too busy to deal with day-to-day hassles that trouble you. It's a do-it-yourself world. You are in charge of your own work activities and relationships. Don't run to your boss with issues you can deal with on your own.
3. If co-workers see you as a can-do person, you'll get more respect and support for your projects. Wimps quickly get trampled. Don't become a whiney wimp.
4. With business strategies and work goals constantly changing, the most valuable player is the one who can anticipate

and remedy problems before they get out of hand. That's what it takes to get recognized and promoted. Look for processes and situations that could develop into trouble spots and fix the wheel before it's broken, to keep projects on track.

5. If you see challenges and step up to meet them, you'll grow in confidence and expand your skills as a powerful and effective admin. Offer to take on new responsibilities. Your IAAP network can be a great source for solutions and support. Believe that you have abilities to get the job done – because you do!

Confucius once said, "I hear and I forget. I do and I understand." By forming the habit of always using the active voice in the workplace and being the one to take positive and preemptive action, you'll not only understand the bigger picture, but will secure your place in it.