

HOW TO REALLY BE ON TOP OF THINGS AS AN ADMINISTRATIVE ASSISTANT

What's the chief characteristic of being a great Administrative or Executive Assistant? It's knowing everything, or at least seeming like you do. The best assistants are those that can aptly handle managing the boss's calendar, sorting his mail and screening her calls without having to always stop and ask for information or permissions. But how do you get to that miraculous place where you know all?

DAILY MEETINGS – NOT JUST RECOMMENDED, BUT REQUIRED

Daily meetings between the boss and the assistant are absolutely required. Well, maybe not every day. When the boss is home sick or on vacation, you can let him be if it isn't an emergency. But most days vitally need at least five minutes of face to face time with the boss (phone time if she's traveling).

You can't be the person in the know, the person who saves your boss so much time and effort, if you don't know what's going on and what's important. Without that vital information, your boss may as well have a robot sitting at the desk doing things by rote. The heart of an administrative assistant is her intelligence and discretion, and mostly of all, her knowledge.

WHAT SHOULD WE DISCUSS IN THOSE DAILY MEETINGS

At first, you may think there's not enough to discuss for daily meetings. But once you get the hang of it, you'll have trouble squeezing everything into those few minutes. Here's a list of basics to discuss:

Review the boss's calendar. That day, the coming week, and once a week or so go over the coming month. Let her know what new meetings you've accepted and what they're about and any information you have that you think is pertinent.

Going over the calendar for the day, make sure the boss has all the files he needs. Review the next day and find out if he needs anything special for those meetings.

Discuss her priorities for the day and week ahead. Who he's expecting to call or stop by. What issues may be emerging of which you should be aware.

Any particular duties for you that take priority that day.

As you and your boss become more comfortable with the daily face-to-face meetings, you'll both start thinking of more to be discussed. One boss I worked for was the Director of Human Resources for a university. Part of my duties for him was to review industry

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- 2010 Division Meeting

FRESNO CHAPTER MEETING

Records Retention

Regina Davis, SPHR

HR Director at Fresno Irrigation District

Regina will be speaking how records management can fit into each persons industry and that there are several documentation companies and styles out there.

The presentation will consist of :

Filing Systems Without Re-inventing the Wheel

Record Retention – How Long Do I have to Keep It

Record Management Systems – Scanning and Storing

Presentation submitted for 1 recertification point

Made Easy



PLEASE NOTE:

The meeting will be held on Thursday instead of Wednesday this month.

When: Thursday, February 18, 2010

Where: Marie Callendar's (Blackstone & Nees)
7825 N Blackstone Ave, Fresno
(559) 451-0806

Time: 5:45 ~ Networking
6:00 ~ Dinner
6:45 ~ Presentation
7:45 ~ Business Meeting

Cost: Order individually from menu

RSVP by February 17th to
Lynn Rowe at lrowe@fresnoirrigation.com
559-233-7161 x311

Anniversaries

FEBRUARY

Murphy Jones ~ 5 years (2005)

Charlene Klinger ~ 6 years (2004)

*Marcia Mason-Wilson ~ 9 years
(2001)*

*Christine Twitchell ~ 3 years
(2007)*

Happy Birthday

FEBRUARY

No Birthdays

2009/2010

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POWER
of
Commitment
California Division

2009/2010

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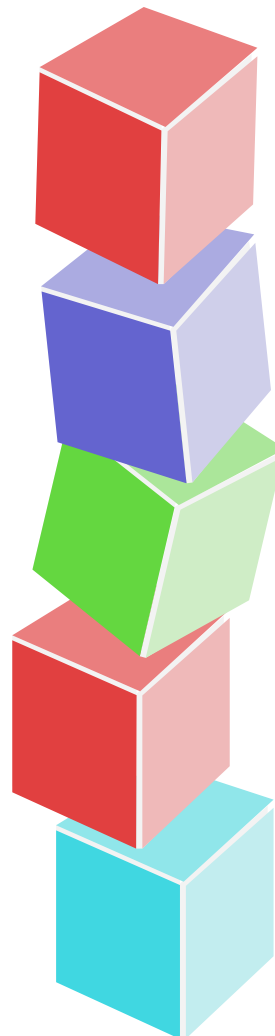
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POWER
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Commitment



Can you remember the first chapter meeting you went to? If you didn't attend with a co-worker or friend, you most likely walked into the room alone, not knowing anyone. That can be daunting.

Rhonda Strong, vice president of the Tennessee Division, reminds us the way to treat a visitor to your chapter is the same way you wish to be treated when you're a visitor-- an IAAP twist on the Golden Rule. Read "[Be The Guest](#)," which includes a checklist to help make your meeting stand-out to potential members.

"Be The Guest"

What do you do to prepare for guests who visit your home? Have you ever thought about becoming your own guest by treating your visitors with the same kindness and appreciation that you would expect? Let's explore how you would expect to be treated as a guest at your own meeting.

Who will greet you? All IAAP Members—especially leaders will make it a point to welcome you with *genuine* enthusiasm.

What will you find? You will find members demonstrating friendliness and professionalism. You will find members who represent their chapter and association well. You will find members who are growing by stepping out of their comfort zones by greeting you and telling you they are glad you came. You will find members who make you feel valued and important.

When do you feel welcomed? Immediately and throughout the meeting. Several members invite you to sit with them so they can get to know you. After all, how many people are comfortable being alone when they don't know anyone in the room? Lucky for you, everyone (including you) will have a name tag, so you don't have to concentrate too much on remembering everyone's name.

The members will want to know where you work, where you're from, about your family, and about your career goals. They will introduce you to several others in the room and tell you all about their chapter and IAAP. They will share all of the great times they've had attending chapter, division, and international events. They will talk about the networking and the awesome educational programs.

The members are genuine and share a passion for this association. They put you completely at ease; you have a great learning experience; and before you leave, several people invite you to come back to the next meeting and tell you how glad they are that you came.

Where do you feel at home? Everywhere. A few weeks after the meeting when you see one of the members at the grocery store, she speaks to you and reintroduces herself to you. She's very friendly and invites you to come back to the chapter meeting next month. This provides further proof that this organization is friendly and they are authentically interested in you and your development. This organization must be special!

Why should you go back/join? You leave the meeting with a sense of belonging and a good feeling about IAAP and the members. You know professional organization is exactly what you need to enhance your career.

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It's frustrating to store records in a partially full box when files fall over and spill their contents. That's why Bankers Box designed the Dividerbox, an innovative storage solution with sturdy corrugated dividers that create separate storage compartments inside the box. Now, files stand upright and stay organized, even when the box isn't completely full! For more details, go to www.bankersbox.com.

TOP ADMINISTRATIVE ASSISTANT (cont.)

magazines and websites for pertinent information (especially legal decisions) he needed to know. That was part of our daily discussions. What you discuss every day will depend on your industry, your boss's position, and your boss's personality and work style.

Contributed by www.AdminSecret.com

THE VISITOR (CONT.)

(Continued from page 4)

How to prepare? In preparing for guests to arrive, let's compare this to having guests visit your home.

Clean House/Preparation

- Develop your meeting programs at least six months in advance and preferably one year in advance.
- Dynamic speakers are a great way to increase attendance. Advertise these speakers throughout your local business community.
- Having membership information on hand at every meeting gives the impression of preparedness.

The Invitation

- Give the topic, date, and location of each meeting. Advertise your meetings. The section on Publicity and Public Relations in the IAAP Leader's Guide will assist you with this.

Environment and Comfort

- Using name tags at every meeting makes it effortless for members and guests to learn names. Name tags also help your guests (and newer members) engage in conversation and provide them with a sense of belonging.

Post Dinner Conversation/Benefits

- Take the opportunity to communicate the benefits of membership to your guests and extend an invitation to join your chapter.

Instill the desire to want to come back again

- Offer to get together with them outside of the chapter meeting to discuss membership in your chapter and address any additional questions they may have.
- Obtain contact information for your guests and always follow up with a handwritten note thanking them for visiting your chapter, and invite them back to the next meeting.

Gifts for your guests/Door Prizes

- Before leaving, each guest should receive a small Welcome Packet with a letter stating that you are glad they came. Include chapter meeting information, IAAP benefits, Membership Application, chapter contact information, as well as other relevant information.
- Consider having a drawing for FREE membership at one of your IMPACT meetings. The recipient will normally bring in at least one other new member and we all like those freebies!

For additional tips on how to treat guests, please read IAAP's Chapter Success Tips article, "The Care and Feeding of Guests."

One of my favorite quotes is by Mary Kay Ash who said, "Everyone has an invisible sign hanging from their neck saying, 'Make me feel important.' Never forget this message when working with people." When your chapter helps visitors feel important, you are creating a climate of trust and camaraderie. Making others feel important can literally change your life and your relationships with others.

I challenge you to *Become Your Guest*. After all, our guests really deserve to be treated like royalty so they truly feel like the guests of honor they really are.

I hope the 2010 year is off to a great start for everyone! Mine started off with a bang. No joke! Last week Wednesday on my way into work, I was rear ended on the highway. And yes, I was in the far passing lane and obstructing traffic during the morning rush hour. As I think back on the happenings of that morning, I'm amazed at how much the brain had to process through, one item at a time. It went something like this . . . my head hurts, need to find a pen and paper, don't get out of the car, where are my glasses (they'd gone flying off my face), find the cell phone, dial 991, oops, 911 (hands were shaking), call my husband, call work . . . and so it went, one course of action at a time. As luck would have it, I had a doctor's appointment that morning. Once she was informed of the accident and that my head was hurting, it was decided I should have a CAT scan. You'll all be happy to know that my radiographs came back normal. Of course, the question is: what is one's definition of normal?!

As we all know, the world's attention is focused on Haiti and the life changing events which have occurred to the indigenous population, as well as other nationalities working or living in the area. I've been watching the news, as I'm sure you all have. In my city, couples who are in the adoption process are asking for help to determine if their adoptive children are still alive and to hasten the adoption proceedings. For those of you who remember Wilney Audain, who spoke at EFAM last year as well as PEC several years ago, we've been in contact with him and learned last week that his birth mother and family are alive and well.

Here's an IAAP fact you may not know. Did you know that IAAP averages 110 new members every week? That's 5,720 new members for the 2009-10 fiscal year, should this rate of new member influx continue! While it is normal to experience attrition each year, this is one normal that we should no longer accept. Instead, we need to create a new normal; one that looks at who is not renewing and then why. Are they short term members (five years or less), or are they long term members? The whys mostly will cover a spectrum of responses, but most certainly there will be a common denominator. We have just entered the 2010 year. A year that will continue to experience economic issues and corporate changes; a year that is far different from 2000 and definitely different than 1990. Have our meetings and operations changed to keep up with the times?

Twenty years ago, I used to leave work early to drive to Chicago to attend a chapter meeting. Back then, getting time off was not an issue in an office of 15-20 admins and my workload was focused on one job. Today, I work in an office that has been reduced to two admins. My workload is such that I need to know how to do everything in order to meet the demands of the staff. Today, I no longer have the luxury of time to attend as many outside functions or activities, or to travel to Chicago and back in one night. Like many of you, I now look for the value in the program or activity that is being offered.

I challenge you to create a new "normal" in your chapter and division meetings. A new normal that will not only attract members to join, but also engage them for the long-term as members. A new normal that will grow the chapter, division and association as a whole. A new normal that will retain our current members while still bringing in those 110 new members every week!

Have you seen the Power of Commitment pin that the 2010 EFAM Host Committee is selling? OMG!! They look fabulous and I'm so excited that everyone has the opportunity to purchase one should they wish. Unlike years past, this pin is not just for Administrative Professionals Week but is a pin for all seasons. It can be purchased by chapters to recognize members for reaching certain milestones such as recruiting new members, obtaining certification or recertifying, or any other reason you can think of. Members can proudly wear it to show their commitment to IAAP. [Click here](#) and it will take you to the 2010 Host Committee Store for online ordering.



There is still time to submit an entry in the 2010 Avery Great Results Chapter and Division Achievement Awards Program. The deadline submission for applications is February 1, 2010. The application form for chapters is located [here](#), and the form for divisions is [here](#). Please contact Amy House (ahouse@iaap-hq.org) if you have any questions or need additional information.

Here's to a fantastic 2010 to all... Thank you for using the power of your commitment to IAAP to help our association grow and thrive this year and beyond!

~ Susan Shamali CPS/CAP, 2009-2010 International President

Hosted by Las Positas Chapter

[Hilton Pleasanton at the Club](#) 7050 Johnson Drive Pleasanton
[Room rate reduced](#) to \$79/night

[Stimulus Plan](#) First Deadline October 15

Website: www.iaap-ca.org events for more information

Save the Date

June 11 - 13, 2010

**Las Positas Chapter
invites you to attend the
Annual Educational Forum and
58th Annual California Division Meeting**

Bring your family for a fun-filled weekend
in California's ORIGINAL wine country

Rooms are only \$99 per night!



Hilton Pleasanton at the Club
7050 Johnson Drive, Pleasanton