



Citrus Valley Insight

Citrus Valley Chapter
California Division

Volume 15, Issue 38

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Citrus Valley Chapter...Helping administrative professionals
discover their personal and professional potential.



IAAP's Vision:
*To inspire and equip all
administrative professionals
to attain excellence.*

A Message from our President — Peggy Wall

from our California Division President, Barbara Murphy, CPS/CAP

North vs. South -- It's All Out War!

On November 19, 1863, Abraham Lincoln stated, "Now we are engaged in a great civil war..." In that war, the North defeated the South and our country united as one. On August 15, 200, the North again challenged the South and the South accepted the challenge. We want you to be part of our glorious victory!

Last year, only six chapters and fifty members of California Division achieved the status of "Excellence." This number is very low, considering the size and quality of California Division.

Here's the challenge: How many members in the North are Members of Excellence vs. how many members in the South is the first challenge and the prize for this is bragging rights for a whole year! I can't emphasize enough how easy it is for every member to achieve the status of "Member of Excellence." Take a moment right now and check out the "Member of Excellence" worksheet. It lists eleven criteria and you only have to attain eight to become a "Member of Excellence." If you are an active chapter member, you almost can't avoid it!

The second challenge is how many chapters in the North are "Chapters of Excellence" vs. how many chapters in the South, and again, the prize is bragging rights.

If everyone works toward this, the South can be victorious in this war! Please contact your chapter board or your California Division board if you have any questions. Good luck!



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Reminders:

- ▲ **RSVP** by November 9 for our next chapter meeting on November 11.
- ▲ **Leadership Professional Development** November 14 9 a.m. to 1 p.m. at Beckman Coulter in Brea. RSVP to Barbara Murphy before 11/9 at 949.732.2946 or 714.747.6568 or email bmurphycpscap@gmail.com. Cost is \$15 and includes lunch.
- ▲ **Professional Educational Conference**, PEC will be held March 8-10, 2010 in Reno, NV.



Monday Motivators

motivators@officedynamics.com

Getting Help Without Sounding Whiny

We are all aware that many companies have cut staff thus leaving many employees carrying a heavier load. Or several companies have mandatory breaks or cut the paid work week to 4 days instead of 5; this means work still has to be done but under very different circumstances. You are swamped and you desperately need help getting things done. How do you get the help you need without sounding like you've dropped the ball?

1. Arrange a 15-minute meeting with your manager. Tell her you want some feedback on a project. Remember, though, the tone of your voice and how you present the information is important. You want to come across professional and from a perspective of valuing her input.
2. Write down your responsibilities and how much time those take. When writing the amount of time it takes, quantify it in terms of how much time it takes to do it right; versus if you were rushed.
3. Try to prioritize your list before asking for your manager's help. You determine which you think is the most important based on what you know. You will want to bring this list to the meeting.
4. Start the conversation on a positive note, saying how excited you are about the project. Share your list explaining how you developed the order of priority. Be open-minded and if your manager gives her view at that time, listen.
5. If your manager has not given any input initially because she was listening and absorbing what you said, then ask for her input when you have finished presenting your information.
6. Continue to make suggestions and ask questions for clarification.
7. During your conversation, do not discuss why you haven't gotten farther on the project or task. You will sound like you are just making excuses.



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WOW — Word Of the Week # 158 by Susan Clarke

Essential — absolutely necessary

- ▲ Communicate. Good communication is essential for a healthy relationship.
- ▲ Argue Well. It's important to accept that arguments are a normal part of a relationship.
- ▲ Touch Every Day. Touching is a vital human need.
- ▲ Accept Change. People change over the years, and it's these changes that can keep a relationship alive.



Communication is key at work and so is accepting change. Also, it's healthy to voice your opinion even if someone disagrees with you.

Focus on those things that are essential in your life. What is nonnegotiable and absolutely necessary? Think in terms of needs and wants. How does it feel to identify what is essential in your life?



Serving members in eastern Los Angeles County, western San Bernardino County and northern Orange County

We're on the Web

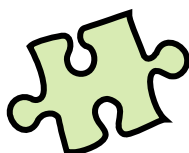
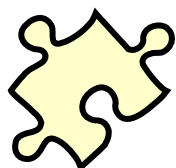
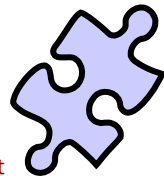
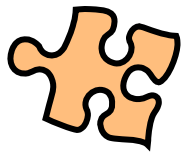
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When you join International Association of Administrative Professionals (IAAP), you will acquire numerous game pieces to make connections for your career puzzle.

- Access
- Be Connected
- Certification
- Camaraderie
- Discounts on Software and Training
- Diversity
- Education
- Endless Possibilities
- Experience
- Impress Your Boss
- Leadership Development
- Networking
- Partnerships
- Personal Growth
- Professional Growth
- Smiling Faces
- Stepping Stones
- Tips
- Tools to Earn Certification
- Zeal and Zen



TACTICS FOR TOUGH TIMES: Manage Your Time

By Mimi Donaldson — Author. Speaker. Leader

During these tough times, how do we manage our time? Football Guy may have an easier time managing himself. He probably has people all around him who do this for him. They're called Coaches, Trainers, Agents, Lawyers, Accountants; some are even called Managers. And their job is to... manage! Brilliant.

In our case, WE are our own managers. Whether you are an entrepreneur, employee or independent contractor, you need to manage yourself and your time. Parkinson's Law says, "Work tends to expand to the time allotted to it." So, if you have all day to write the report, how long will it take? Yes, you may stretch it out all day. But what if you have one hour to get the report done? Yes, it will take an hour. I believe the same rule applies to human resources: "Work tends to expand to the human resources allotted to it." You will have as much work as you can handle.



If you want to increase your work load, hire an assistant. Soon after I hired my first assistant, incoming calls doubled, then tripled. We had to send out more marketing packets and enter more names in the database. After a year, my assistant asked me, "Before I got here, how did you do all this by yourself?" I answered, "Before you got here, I didn't have all this." This follows the philosophy: "build it and they will come." It was an important step forward for me in developing my own Conscious Competence (the ability to know what works so you can repeat it).

A magic word in managing is delegation. It will open you up to extra time. Remember what you are paid for. I don't do anything my assistant can do. I need to market myself, so I make the phone calls. I touch people. My assistant is a computer whiz, so she touches paper. That's the division of labor in our office.

When it comes to managing your time, remember: your time is your inventory. It's easy to get distracted or procrastinate. Not only time, but your energy is also your inventory. You only have so much of both. Are you frugal? Observe what you do during the day and you can find out.

If you find yourself balancing your checkbook or looking up the latest game scores (low priorities), rather than checking your e-mail or making marketing calls (high priorities), you are sabotaging yourself. High priorities are business tasks that further your mission: answer that e-mail, research that report, make ten calls, follow up with that client again, reach that secretary at 7:00 am so you can speak to her boss. Then, later, after you've accomplished something, you can reward yourself by finding out if the San Diego Chargers won yesterday's game.

To be a Consciously Competent person, schedule high priorities during "prime time," the time when you are at your peak energy. Most people are either night people or morning people. Some lucky ones are both. I am a morning gal. This is great because I live on the West Coast. I can make calls to the East Coast at 6:00 a.m. and can catch people as they start their business day. I find it energizing.

If you are a morning person, don't schedule your haircut appointment at 9:00 am. Don't file papers at 9:00 am. These are low priorities and they do not require a lot of energy. Do these when you are tired, during your "lag time." Resist the seduction of doing low priorities during your prime time, just to be able to "check them off." (You "check off freaks" out there, you know who you are.)

Once you meet with a little success, you'll want to manage yourself and your time even more. Nothing succeeds like success. I think a football guy said that.

See more excerpts from Mimi's upcoming book **Necessary Roughness: New Rules for the Contact Sport of Life** on her website at www.mimidonaldson.com



Board Members

**2009 – 2010
Calendar of Events**

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Starting right now, work on adopting the mind set that you're a huge stakeholder in the success of your organization. Fact is, you really are one.

~ Steve Ventura

October

28 Citrus Valley Chapter Meeting
"Dealing with Difficult People" – Jeffrey Washington

November

11 Citrus Valley Chapter Meeting
"Contracts Made Easy" – Nick Sotis

December

9 Citrus Valley Chapter Holiday Event and Charity Drive

January

27 Citrus Valley Chapter Meeting
"ABC's of Building Strong Relationships" – Jo Della Pena

February

24 Citrus Valley Chapter Meeting
Esselte: A Product Showcase – Barb Schmit and Mike Toibin

March

24 Citrus Valley Chapter Meeting
Ethics in Business

Check the Citrus Valley Chapter Website for updated program and meeting information.

www.iaap-citrusvalley.org



*Turning Jobs
Into Careers*[®]



Citrus Valley Chapter Meeting

Have you ever asked yourself "I wonder if I could have asked for additional concessions to sweeten the deal?" or "Could I have added a clause to protect my company?" Yes, if you know what to ask for. Learn about checklists that will help you prepare a strategy for your event as well as understanding basic negotiation principles of typical hospitality type contracts. These methods will give you the confidence, as well as proper knowledge, to effectively negotiate like a professional

Opportunity Raffle Tickets
\$1.00 each or 6 for \$5.00

**Wednesday
November 11, 2009**

Nick Sotis

*Meeting/Event Planner
Expert in Food & Beverage Management*

"Contracts Made Easy"

Location: Marie Callender's Restaurant
(directions below)
1560 Albatross Road
City of Industry, CA 91748
(626) 964-1094



Networking/Check-in: 6:00 pm

Introductions: 6:30 pm

Dinner Choices: **Beef Dip Sandwich** or **Roasted Turkey Dinner** or **Soup & Salad Bar**

Registration: CVC Members: \$20 Visitors: \$25 Other IAAP Members: \$22
(Please make checks payable to IAAP) \$10.00 24-Hr No Cancellation / No Show Fee

Reservations: **Please RSVP by Tuesday, November 10, 2009**
Joan Prechtl jqprechtl@beckman.com 714-961-6302

Directions from the East towards Los Angeles:

- ▶ Take the Pomona Freeway (60) to the Azusa Avenue exit.
- ▶ Turn left (south) over the freeway past the Puente Hills Mall.
- ▶ At the 3rd signal turn left on Colima Road.
- ▶ Turn left at the next signal, which is Albatross Road. Marie Callender's will be on your right, about 1/2 block down (after you cross Almahurst).
- ▶ The Banquet Room is located on the immediate right as you enter Marie Callender's Restaurant.