



Great News Electronically Delivered

The Newsletter of the IAAP Greater New England Division (GNED)



DIVISION OF EXCELLENCE

2008-2009

2009-2010

2010-2011

DECEMBER 2011

VOLUME 3, NUMBER 5

IN THIS ISSUE

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2010-2011 GNED BOARD

President: Liana L Marston, CAP
Portland Maine Chapter
president@iaap-gned.org

President-Elect: Susan Walsh, CAP-OM
presidentelect@iaap-gned.org

Vice President: Patty Patterson, CAP-OM
vicepresident@iaap-gned.org

Secretary: Peggy Ficano
Southwestern CT Chapter
secretary@iaap-gned.org

Treasurer: Karen Gunther, CAP-OM
Crossroads Chapter
treasurer@iaap-gned.org

Message from the President

Liana L. Marston, CAP

"Plan every day in Advance" – hum... easier said than done. I sit at home today, the day before Thanksgiving, in our second major snow storm of the year, running my list of after-work errands through my head and wondering if any one of my 12 dinner guests will miss the rolls that I was going to pick up today after work. There will always be unplanned obstacles that get in our way; it is how we handle these roadblocks that lead us to success.

"Planning is bringing the future into the present so that you can do something about it now." (Alan Lakein)

Your ability to set your goals, make plans and take actions on your goals, determine the course your life will take. What are your career goals? Have you set them; made plans to reach them? By becoming a member of IAAP you have set one goal- To become a better administrative assistant.

What is your plan or goal as a member of IAAP? Have you listed your IAAP membership goal into your performance goal setting plans? By stating your IAAP membership goal in writing gives you a visual of that goal.

Your GNED Board met Saturday, November 19, for a planning session. Our goals for the next six months were discussed. We will be continuing to attend your chapter meetings, having conference calls with chapter presidents, committee chairs and each other.

We will continue to bring you educational webinars. Check out the upcoming dates and speakers in this newsletter. We will continue to support chapter programs; these are also listed in this newsletter; take a friend and attend a different chapter meeting – it will be fun. The 2012 Annual Meeting and Conference committee has plans underway for a 'better'-than-before conference. Make your plans to attend. You will find the Sunday River Resort a very relaxing place to spend three days. Conference information is listed in this newsletter.

Plan ahead – Plan ahead for your future career – Plan ahead for your future. Plan ahead to be more successful than you are now – all it takes is Planning.



2010-2011

GNED COMMITTEE MEMBERS

[Bylaws and Standing Rules](#)

Rose Staples, CAP-OM - Chair
Portland Chapter

[Certification Committee](#)

Catherine Scribner, CAP-OM - Chair
Portland Chapter

[Communication, Marketing and Public Relations](#)

Celina Kesack - Chair

Carol Richards, CAP-OM - Newsletter
Editor

Profile Chapter

[Finance/Fundraising](#)

[Financial Review](#)

Lynn Flibbert, CAP-OM - Chair
Seacoast Chapter

[Membership](#)

Michelle Bagley, CAP - Chair
Bangor Area Chapter

Betty Coleman, CAP-OM
MetroWest-MA Chapter

Cynthia Lango, CAP
CT River Valley Chapter

[New Chapter Builder](#)

Linda Lorden, CAP-OM - Chair
Profile Chapter

[Nominations](#)

Susan Powell, CAP-OM - Chair
Route 128 Chapter

Felecia Healey
MetroWest-MA Chapter

Peggy Rose, CAP-OM
Cape Cod Chapter

[Programs](#)

Liana Marston, CAP and
Susan Walsh CAP-OM

Wendy Beauchene, CAP-OM
Southeast CT Shoreline Chapter

[Pathways to Excellence](#)

Jean Coco, CAP-OM - Chair
Route 128 Chapter

[Retirement Trust Foundation](#)

Sharon McPherson, CAP-OM - Chair
Cape Cod Chapter

I want to personally wish each of you a wonderful holiday season, no matter what holiday you are celebrating. Personally it will be a Wonderful Christmas Holiday for my family and me; my daughter has safely returned to US soil – as only every US Service Mom can pray for. Enjoy your family and friends and remember to Plan some fun and relaxing time for yourself – You so deserve it!

[Upcoming Events](#)

[Division-Sponsored Webinars](#)

Thursday, December 8

**Seven Skills You Need to Keep Your
Career Moving Forward**

Kemetia Foley, CAP-OM

American Staffing Association

Staff Assistant to Assistant VP for Finance and Administration

President, Old Towne Alexandria Chapter

Thursday, January 12, 7:30pm

**Digital Photography Manipulation in Microsoft
Office**

Marie Herman, CIWD, ATM-S

With 20 years of experience as an administrative professional, Marie was the charter president of the Golden Corridor Chapter and currently is a member of the Two Rivers Chapter. Marie is the 2011-2012 Illinois Division President-Elect.

Saturday, January 21- A 2-hour Webinar

Tips/Tricks – Word and Excel

Ann Marie DelPrincipe

**All will be submitted for recertification points
Registration email will be sent for each webinar**



Our Favorite Things....

The Amazon.com Affiliate Program

With the holiday season upon us, it is a time for all of us to give thanks. I want to say thank you to all our GNED members who have been using Amazon. With your help we have raised **\$1,954.39** since the inception of this fundraiser. Due to this, GNED has been able to offer webinars on various topics to our members. So don't forget when shopping this season or anytime during the year, just click on the following link to continue supporting the webinars.

<http://www.amazon.com/? encoding=UTF8&tag=grenewengdivg-20>

Wishing you and yours a joyous holiday season.

Karen Gunther, CAP-OM
GNED Treasurer



Have you checked out the free Podcasts available on the IAAP Web Community?

There are several available on a wide variety of topics.

Be sure to check them out by clicking [here](#).

ALSO:

IAAP members can access free weekly podcasts from The Office Professional.

Simply visit the web community home page for a link to access.

Chapter-Sponsored Event

The Greater Boston Chapter Celebrates 10 Years

***Wednesday, December 7, 2011
5:30 to 7:30 pm***

***Making Magic in the Workplace
UMASS Club
225 Franklin Street
Boston***

***Tickets are still available for \$30 per person
Contact Sandy Knott, CAP-OM (sknott@greylock.com)
immediately to make your reservation***

International-Sponsored Conference



For more details and registration materials, please go to the International website:

www.iaap-hq.org

Remember....

If you've made changes to meeting programs or special events, please let us know.

Each month, we include program details you may have sent months ago. To avoid us posting incorrect information, please be sure to keep us updated.

Deadline for submissions to the newsletter is the 3rd Friday of each month.

Great News Electronically Delivered

*The Newsletter of the IAAP Greater
New England Division (GNED)*

Chapter News

Meeting Programs

Appleseed Chapter
December 21, 2011
Holiday Social
January 18, 2012

"Got Files" – How to Organize Files

Meetings are held on the Third Wednesday of each month
Please contact Jill Connors at jillw59@aol.com for more information

Bangor Area Chapter (www.iaap-bangorarea.org)
December 14, 2011
Continuity in Operations Planning
Presentation by Shannon Flavin
January 11, 2012

Ethics in the Workplace

Presentation by Meg Grimaldi/Jason Tankel

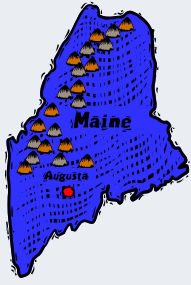
Meetings are held on the Second Wednesday of each month from 5 p.m. – 7:30pm
Please RSVP to Darlene Bean at 207-973-7725 or bac.iaap@gmail.com

Cape Cod Chapter (<http://www.iaap-capecod.org>)
December 8, 2011
Office Productivity/Avery
January 12, 2012
Team Building Webinar

Crossroads Chapter (<http://www.crossroads-iaap.org>)
December 19, 2011
Records & Retention, Why Is It Important
Presentation by Rosemarie Kingsbury, CAP-OM
Holiday Social
January 16, 2012
Managing Up: Understanding your Boss
Presentation by Janet Letourneau, President, MBA, CPBA
Peak Performers of North Attleboro, MA

CT River Valley Chapter (<http://www.iaap-ctrivervalley.org>)
December 21, 2011
Holiday Celebration
January 18, 2012
Minute Taking

Greater Boston Chapter (www.greaterbostoniaap.org)
December 5, 2011
Small Talk is Real Talk
January 9, 2012
Developing Your Working Relationships
Meetings are held on the first non-holiday Monday of the month



All About Maine

Chapters

Bangor Area
Downeast
Mid Coast Area
Portland

79 members strong

Facts & Trivia

The state tree is the Eastern White Pine.

Maine is the only state in the United States whose name has one syllable.

Maine is the only state that shares its border with only one other state.

Maine produces 99% of all the blueberries in the country making it the single largest producer of blueberries in the United States.

Portland was first temporarily selected as the state capital. In 1832 the capital was moved to the centrally located site of Augusta.

Acadia National Park is the second most visited national park in the United States.

The skating scene in the movie "The Preacher's Wife" was filmed in Deering Oaks Park in Portland.

For more facts about Maine, go to:

<http://www.50states.com/maine.htm>



MetroWest MA Chapter

December 5, 2011

Holiday Social

January 5, 2012

New Business Products

Meetings are held the first Thursday of the month

Mid Coast Area Chapter

December 21, 2011

Fun and Merriment

January 18, 2012

My Pet Peeves of Grammar

Presented by Marilyn Reed, CAP

Meetings are held the third Wednesday of the month

Profile Chapter (www.profile-iaap.org)

December 7, 2011

Avery Dennison

January 4, 2012

Holding Difficult Conversations

Presented by Judy Ringer

Meetings are held on the First Wednesday of each month from 6 pm – 8 pm.

Please RSVP to Pat Levy at patlevy720@gmail.com

Providence Chapter (www.iaap-providence.org)

December 7, 2011

Holiday Party

January 25, 2012

Webinar with Marie Herman

Pfizer Groton/New London Chapter

December 13, 2011

Grace Under Pressure (Keep Calm and Carry On)

Route 128 Chapter (www.iaap-route128.org)

December 14, 2011

Holiday Gathering

January 11, 2012

Introduction to Sharepoint

Presented by Kate Sohl, Cubist Pharmaceuticals, Inc.

Meetings are held on the Second Wednesday of each month from September - June

Southwestern Connecticut Chapter

December 8, 2011

Holiday Celebration

January 24, 2012

How to Promote Our Chapter; Development of a Website;

Protecting your Identity

Presented by Michael Bush, Director of Public Relations, Affinion Group

Springfield Chapter (www.iaap-springfield.org)

January 18, 2012

Creating a Webpage

2012 Avery Great Results Achievement Awards Program

Avery Dennison and IAAP are excited to announce the call for entries in the 2012 Avery Great Results Chapter and Division Achievement Awards Program. Great prizes and international recognition for this program will be awarded to chapters and a division that display excellence in specific areas of operations such as outstanding educational programs, promotion of professional certifications, and membership recruitment and retention. If your chapter and division exhibit excellence in these areas, then your chapter and division should apply.

Avery Dennison will award five cash prizes to chapters and one cash prize to a division. The prize money is to be used for the development of programs that focus on pertinent issues facing the administrative profession.

§ One **Division Prestige Award of \$1,000** will be presented. This award will be presented to the one winning division.

§ One **Prestige Award of \$3,000** will be presented. This award will be presented to the overall chapter winner with both chapter size categories combined.

§ Two **Distinction Awards of \$1,500** will be presented. These two awards will be presented to a chapter with less than 40 members and to a chapter with 40 or more members.

§ Two **Honorable Mention Awards of \$500** will be presented. The awards will be presented to a chapter with less than 40 members and to a chapter with 40 or more members.

Every chapter that enters is a winner. Each chapter that submits an application and is not the recipient of a cash prize will have a donation made on its behalf to the IAAP Research and Education (R&E) Foundation. Divisions are not eligible to receive the consolation prize of the R&E Foundation donation made on its behalf.

Deadline submission for the applications is February 1, 2012. Applications must be received at IAAP Headquarters by February 1, 2012. Submit only one application per chapter/division; revisions or additions will

Chapter Anniversaries

**There are no chapter anniversaries
in the month of December**

Welcome to Our New Members

Pfizer Groton/New London Chapter

**Lauren P. Falade
Kristen Francis**

Southwestern CT Chapter

Amy Grassi

Member-At-Large

Claudia Voight

Pathways to Excellence Program

Did you know that chapters and divisions have their own set of criteria to meet for the Pathways of Excellence program? Last month, I covered the Member of Excellence criteria. In this issue, I would like to review the Chapter of Excellence criteria. You will notice a pattern. Members can help their chapters while the chapters can help the division. Each building upon the other to become Member, Chapter and Division of Excellence!

Let's take a look at the Chapter of Excellence Criteria:

Criterion #1

Submit Annual Meeting Calendar (past deadline)

Although this criteria deadline has passed, chapters should have developed their calendar programs for the entire IAAP fiscal year (July 1, 2011 – June 30, 2012). A simple Word document containing the meeting dates with topic presentations is all that is required. Setting the calendar and programs ahead of time is a great way to recruit new members by posting in the division newsletter and on chapter websites. Members can help by either volunteering to present at a chapter meeting or pass along their chapter's program brochures to recruit new members.

not be accepted. Applications can be submitted via e-mail (lgiokas@iaap-hq.org), postal mail (PO Box 20404, Kansas City MO 64195-0404) or overnight carrier (10502 NW Ambassador Drive, Kansas City MO 64153).

Finalists will be selected by a panel of judges and forwarded on to representatives of Avery Dennison for the final selection. The Prestige Award, the Distinction Award and the Honorable Mention Award winning chapters and the Division Prestige Award winning division will be notified by Avery Dennison and announced on Administrative Professionals Day®, April 25, 2012. The winning chapter and division names will be published in an issue of *OfficePro*® magazine, and in the online *Connections* newsletter. Those winning chapters and division will receive their awards at the 2012 IAAP Education Forum and Annual Meeting in Grapevine, Texas.

Applications and additional information can be found in the IAAP International Library. Just log in at

<http://community.iaap-hq.org>

and click Resources – IAAP International Library to get started.

We encourage ALL CHAPTERS and ALL DIVISIONS to apply for the 2012 Avery Great Results Chapter and Division Achievement Awards. Your chapters and divisions work hard to achieve great results, and we want to recognize both for their accomplishments.

Questions concerning the 2012 Avery Great Results Chapter and Division Achievement Awards Program can be directed to Laura Giokas at lgiokas@iaap-hq.org.



Criterion #2

Submit Annual Budget and Audit Report (deadline fast approaching)

As members of IAAP, we have a financial responsibility to understand where the monies are being allocated and spent. As with any company, the controller or treasurer is responsible to ensure payments are made and revenue is collected in a timely manner.

Criterion #3

Hold at least one Membership Drive between July 1, 2011 and May 31, 2012

How cool would it be if your chapter and division doubled in membership size? As members, here is your chance to just do that. Make sure your chapter holds a recruitment drive. It can be as simple as mailing out flyers or holding an event. Everyone can help by recruiting, recruiting and recruiting.

Criterion #4

Hold at least one New Membership Orientation between July 1, 2011 and June 25, 2012

The key word here is "new." Chapters must recruit new members in order to meet this criterion. The orientation can take place during a chapter meeting and does not need to be held as a separate event. However, at least 1 new member must be in attendance. Again, members, you can help your chapters by recruiting, recruiting and recruiting.

Criterion #5

Develop and updates a Business Plan

As with companies, chapters and divisions need to understand what direction to move forward in. Thus, a business plan or sometimes called a strategic plan can help the board of directors and membership have a clear understanding of the goals and objectives of that business unit.

Criterion #6

Submit a Delegate or Proxy to the Division's Annual Meeting

Don't be afraid to speak up to serve as your chapter delegate at the division's annual meeting. It is a wonderful opportunity to vote as your chapter's representative at this annual event. If no member can attend this event, chapter members, it is your responsibility to ensure the Chapter's Board of Directors submit the appropriate Proxy information to the division. Every vote counts and your chapter is no exception.

Criterion #7

Submit a Delegate or Proxy to the International Education Forum and Annual Meeting held in the current IAAP year

The trick here is that a Chapter Delegate should have attended or Proxy form been submitted for EFAM held in Montreal in July 2011. Again, if a chapter member could not attend as a delegate, at least a Proxy form should have been submitted so that the chapter's vote would have been taken into account.

Criterion #8

At least 7% of the chapter members (minimum of 2) qualify for Member of Excellence

Do you remember me mentioning at the beginning of this article that members, chapters and divisions can help each other in the Pathways to Excellence Program. Members, this is your chance to help your chapters meet this simple criterion. Members, take up the challenge and become Members of Excellence.

ONLY 6 MORE MONTHS UNTIL GNEED 2012



GNEED 2012 Annual Meeting & Conference is closer than you think! Don't miss this chance to GAIN MOUNTAINS OF KNOWLEDGE WHILE MEETING FRIENDS IN HIGH PLACES!

Confirmed presentations include Advanced MS Word, Advanced Outlook, and Advanced Excel!

Book your room now! Buy your raffle tickets for a chance to win a complimentary room/registration. Drawing will be on January 11, 2012 so act now!

To do these things, and for more information, go to:

www.iaap-gned.org/GreaterNEDivision/MeetingsEvents/DivisionAnnualMeetings

Stay tuned:

Conference registration will open by mid-January

Below are the deadline dates for chapters and divisions in chronological order.

Chapter

#7	July 4, 2011	Completed
#1	October 1, 2011	Completed
#2	December 31, 2011	Deadline approaching
#5	April 30, 2012	
#6	Division sets deadline	
#3	June 1, 2012	
#4	June 25, 2012	
#8	June 30, 2012	

Division

#7	July 4, 2011	Completed
#1	October 15, 2011	Completed
#2a	December 31, 2011	Deadline approaching
#2b	January 15, 2012	
#5a	April 30, 2012	
#5b	May 15, 2012	
#3	June 15, 2012	
#4	June 30, 2012	
#6	June 30, 2012	
#8	June 30, 2012	

*Jean (Cusato) Cocco, CAP-OM
2011-2012 Greater New England Division
Pathways to Excellence Chair*

[Messages from International Headquarters](#)

[Committee Applications](#)

To: All Members and Affiliates
 From: Karlena Rannals, CAP-OM, International President-Elect
 Kelly Reggio, CAP-OM, Retirement Trust Foundation Chairman
 Re: COMMITTEE SERVICE APPLICATIONS

Applications to serve for one-year appointments to the 2012-2013 International Bylaws and Standing Rules Committee, Committee on Nominations or Retirement Trust Foundation Committee are now available. These positions become effective at the close of International Education Forum and Annual Meeting in Grapevine, TX July 2012.

There are two forms. They can be downloaded from this link [Committee Service Applications](#) in the IAAP web community document library.

One is the Application for Appointment to International Committees. This is for appointment to either the Bylaws and Standing Rules Committee or Committee on Nominations. The other form is the Application for Appointment to the Retirement Trust Foundation Committee. The forms each have the functions and responsibilities pertinent to the committees on page 2. Please note the e-mail deadline of February 1, 2012 for all committee nominations.

Happy Holidays



If you know of someone who is looking for just the right gift for an Administrative Professional, you might want to suggest

A Gift of Membership

To obtain forms and more detailed information, go to:

www.iaap-hq.org/join

IAAP does not require chapter recommendations and signatures for those members wishing to volunteer for IAAP International Committees. No recommendations or signatures are required for the Retirement Trust Foundation Committee either.

Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

Applicants applying for committees must e-mail the entire application no later than 4:00 p.m. CST February 1, 2012. Applications for International Committees are to be e-mailed to International President-Elect Karlena Rannals, CAP-OM, krannals@iaap-hq.org, with a copy to Governance Coordinator, Carrie Frenz-Hartzler, governancecoordinator@iaap-hq.org. Retirement Trust Foundation Committee applications are to be e-mailed to Retirement Trust Foundation Chairman Kelly Reggio, CAP-OM, reggio@chartermi.net, also with a copy to Governance Coordinator, Carrie Frenz-Hartzler, governancecoordinator@iaap-hq.org.

Call for Nominations

To: All Members and Affiliates
From: Mary Ramsay-Drow, CAP-OM, Chairman, Committee on Nominations
Re: NOMINATIONS FOR INTERNATIONAL OFFICE OR RETIREMENT TRUST FOUNDATION TRUSTEE

The Committee on Nominations would like to remind everyone that the IAAP candidate submission deadline is January 15, 2012 at 5:00pm CST. We encourage all qualified members to consider serving IAAP and the RTF in the highest capacity and help shape the future of our organizations. To obtain the forms and procedures for nominations to International Office or Retirement Trust Foundation Trustee, they may be downloaded from the [Call for Nominations](#), in the IAAP web community document library.

In a related decision by the committee: this year, names of candidates and position they are running for will be listed on IAAP's web site as the nominations are approved by the Committee on Nominations beginning Nov. 15 and updated on the 1st and 15th of both December and January (or the next business day following these dates). The final list of candidates will be posted on February 1, 2012 and the bios of all candidates will be posted on March 1, 2012. In order to view the list of candidates use the following link <http://www.iaap-hq.org/nominations>.

Please email me should you have any questions at mrdrow@iaap-hq.org.

Good luck to all candidates for the 2012 election!