

Georgia Division IAAP 2007-2008

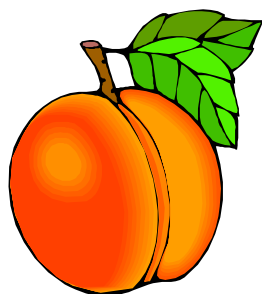
Notes & News from Your Division

March 2008



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GEORGIA

The Peach State Issue

Notes from the President.



Georgia Division Members,

Here it is March already! March has been on my mind a lot lately. Many things come to mind right away – the ides of March from Shakespeare or “March comes in like a lion and goes out like a lamb!” And on March 9, the start of Day-light Saving Time brought more light into our days.

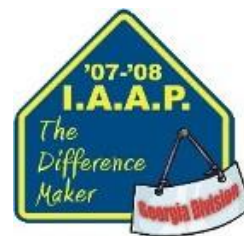
March is truly a month of transition. We move from winter to spring and from darkness to light. And I think we put away the winter doldrums and get a spring

in our step. All things seem possible!

In 2008, March takes on a whole new meaning for me as it truly becomes a month of transition leading to a brand new start. As you know, I will be moving to Orlando in March and the time has been fixed at the last weekend of the month. We have started cleaning out and packing and boxes are appearing all over the house. After living in this house for 20+ years, I am now of the opinion that we should move at least every 10 years just to clear out all those things we accumulate over the years!

Transition means many things and many feelings – sorrow at leaving friends and family and all that is familiar and excitement at all the possibilities ahead. As a

woman of faith, I believe that God has a plan for each of us. And many times, He only gives us one piece of the puzzle at a time. I truly believe God is leading me to Orlando, but He has not shown me the rest of the puzzle pieces yet! But I'm looking forward to meeting new friends, to finding a new church, and to learning my new home. I also believe we must always look for the opportunities that lie ahead of us. Sometimes when we look at the future, we only see the obstacles; but if we just change our focus a little, we



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54th Georgia Division Annual Meeting
June 6 – 7, 2008
Hilton Atlanta Northeast



Do you need to be re-energized? Would you like to network with professionals from all over Georgia? Then pack your bags and get ready to travel *Your Road to Professionalism!*

Construction crews from the Municipal Employees Chapter are hard at work preparing for the 54th Georgia Division Annual Meeting. Their project will be completed at the Hilton Atlanta Northeast where the road will be open June 6 – 7, 2008. All members are encouraged to attend Annual Meeting and take part in conducting the associations business

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Notes from the President *(cont'd from page 1)*

will see that those obstacles are truly opportunities for us. My dad always taught us that if something is worth having, it is worth working hard for. And I have found that to be so true. The challenges ahead are only opportunities for us to become stronger and wiser.

As we begin the last quarter of the IAAP year, we have lots of opportunities ahead of us. Opportunities abound for us to invite people to visit our chapters and to join our organization. Opportu-

nities are abundant for you to serve at either the chapter or division level as an officer or a committee chair. Opportunities for personal growth are just waiting for you to grab them by taking on new responsibilities and by stepping out of your comfort zone. Let March be a time of transition for you. Be fearless by stepping into the future and saying, "I can!" The theme for our Student Conference this year was – No Limit. And you, my friends, have "No Limit" to what you can accomplish.

Our theme for the year is IAAP: The Difference Maker. Take this to heart. The association can only be a Difference Maker when each of our members is a Difference Maker. This year, I've seen so many of you do this. Make this final quarter of the year truly special by looking for even more ways you can be a Difference Maker. I know you can do it!

Linda Dillon CPS/CAP
Georgia Division President

Are You Really Listening?



Did you know that you can think faster than anyone can talk? Most people speak at approximately 125 words per minute, but you can easily think at the rate of 400-600 words per minute. This continuous stream of thought often hinders listening. Therefore, when you ask a question, listen attentively to the answer. Listen for the total message. Listen to the words themselves, to the manner of delivery, and to what is not said. Ten percent of communication comes through words, 30 percent by sounds, and 60 percent by body language. Observe and evaluate body language, emotion, attitudes, and any other apparent external or internal factor that helps you understand the total message.

Here are several helpful suggestions:

- (1) Avoid selective listening – hearing only what pleases you or fits into preconceived ideas
- (2) Listen with an open mind and resist any tendency to overreact
- (3) Control nonverbal behavior
- (4) Maintain comfortable eye contact
- (5) Pay close attention to let others know you care about what they have to say
- (6) Learn to be silent. Give the other person time to finish before you jump in with thoughts of your own. Your silence is an opportunity to listen not only for words and ideas, but for feelings. Silence encourages those who are speaking to elaborate.
- (7) Use reflective responses to communicate your attentiveness. A reflective response either repeats key words or summarizes what you think the speaker was saying. For example, you might say: "You said we have had some negative feedback". What are your suggestions to keep this from happening in the future?" A reflective response proves you have been listening and encourages further elaboration and clarification.
- (8) Acknowledge the message. Remain noncommittal while listening. This gives you opportunity to gain new information or to find out what the person is really thinking.

Effective listening is worth the time it takes to refine and polish. Listening multiplies the value of the information you receive. You can also gain a reputation for courtesy and concern – positive traits for success.

Nina Hubbard CAP
Georgia Division Secretary

25th Annual Georgia Division Student Conference

We were so honored to co-host the 2008 Georgia Division Student Conference held on February 22 & 23 in Douglasville, Georgia. The event was deemed a total success based on comments received by the participants. Attendees included 23 students from four different technical colleges, an unprecedented range and caliber of administrative professionals, distinguished speakers and a public official to formally open the conference. The students had a unique opportunity to test their proficiency in the "skills challenge competitions," and the food and entertainment were outstanding. I would like to extend a personal and heartfelt thank you to Annie Jackson CPS/CAP (Georgia Power Chapter), Jenny Stewart CPS/CAP (Turner Broadcasting Chapter), and Cora Wright (Athens Chapter) for their assistance with grading the exams. I would also like to congratulate the Cherokee Rose 2008 Student Conference committee for all of their hard work, dedication, and "Progression with Pride."

Helen Denning CPS/CAP
President
Cherokee Rose Chapter



2008 Cherokee Rose Student Conference Committee

Picture courtesy Helen Denning CPS/CAP

2008 Student Conference - "No Limit"



The 25th Annual Georgia Division Student Conference was held February 22-23 at the Douglasville Downtown Conference Center. The theme for the conference was "NO LIMIT," and the Cherokee Rose Chapter certainly had no limit when pulling this event together. They did an amazing job!

President Dillon dedicated the conference to Amelia Barclay CPS, past International President and past Georgia Division President, as she was the person responsible for organizing this conference for the students. Amelia saw the value of having such an event for the future Administrative Professionals. Thank you, Amelia, for your vision!

As attendees arrived on Friday, they were greeted with excitement from the Cherokee Rose Chapter and by beautiful decorations in black and silver. They could shop at the vendor mart or network with other students and professionals. While the Georgia Division Board met with the Student Advisors, the students participated in the skills competition for proofreading/mock CPS/business skills assessment. I heard the exams were hard AND easy, so which was it? Only the 23 students who sat for the exams could say for sure.

The Business Etiquette 101 seminar on Friday was led by Daryll H. Griffin. She was a great speaker and we learned about business etiquette in a fun-filled afternoon.

Friday night's open house was filled with lots of great food and games. Everyone had a good time and left with either a door prize or game prize or both. The games brought out the competitive nature in everyone – both students and professional members alike.

The opening ceremony on Saturday began at 9:00 with an "all girl!" Color Guard from Alexander High School Junior ROTC presenting the colors and DeKalb Tech – Clarkston Campus student Jasmine Okokhere leading us in the Pledge of Allegiance. Allen Williams, honorary member of Cherokee Rose Chapter and husband of CRC member, Michelle Williams, did a beautiful job with the National Anthem. Cherokee Rose calls Allen their rose bud. Michelle Williams gave the attendance report: Past International Officer – 1, Division Officers – 5, Advisors – 8, Students – 23, Members – 30 and Guests – 2. A representative from each student chapter gave a report on the activities for their respective school. The students were very relaxed as they spoke; it was as if they had been doing it for awhile...no nervousness there.

Our seminar, "Breaking Through Self-Limiting Barriers," was conducted by Martha Lanier. I met with Mrs. Lanier before the seminar began and asked if she needed any help setting up her PowerPoint presentation. She responded with no need because she didn't use PowerPoint...it was just her, and that would be enough. Boy, was she right! She presented the material in an entertaining, storytelling way. I haven't laughed that much in a long time!

The recognition luncheon/program followed the seminar. The students and advisors joined the Division Board in the processional. I think they truly felt honored to participate in this way. Our keynote speaker was introduced by Ada White, student from Athens Technical College. Russ Schussler entertained us with his life story, along with some juggling. When he took out the BIG knives to juggle in front of the head table, the board backed up. No need to get out of his way...he knew how to handle those knives without causing harm to anyone.

President Dillon presented the awards to those students who won the skills competition. The winners were:

Proofreading

1st Place: Heather Beasley, Southeastern Tech
 2nd Place: Andrea Taylor, DeKalb Tech-Covington
 3rd Place: (2-way tie) Rebecca Miller, Athens Tech
 Anita Miller, DeKalb Tech-Clarkston

Mock CPS

1st Place: Heather Beasley, Southeastern Tech
 2nd Place: (5-way tie) Khary Davis, DeKalb Tech – Clarkston
 Anita Miller, DeKalb Tech – Clarkston
 Cyndy Price, DeKalb Tech – Covington
 Kristy Deaton, Southeastern Tech
 Pashion Williams, Southeastern Tech

Business Skills Assessment

1st Place: Jasmine Okokhere, DeKalb Tech – Clarkston
 2nd Place: Kristy Deaton, Southeastern Tech
 3rd Place: Jeanne Thompson-Oliver, DeKalb Tech - Covington

As you can see we had a 5-way tie for second place in the Mock CPS exam. How appropriate since it was our 25th Student Conference!

The winner of the Newnan-Coweta Student Scholarship Award was Heather Beasley from Southeastern Technical College. Heather wrote an essay in answer to a question from President Dillon regarding her professional and personal goals.

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2008 Student Conference - "No Limit" *(cont'd from page 3)*

She received a certificate and a check for \$250.

After special presentations were made, the conference concluded. This was the first student conference that I've attended in quite awhile. My role as Division Coordinator for this event was very easy because J. B. Hilliard CAP and the Cherokee Rose Chapter did an outstanding job on their own.

One last highlight of the conference that I'd like to mention is that this was the first student conference where commemorative pins were given to attendees. If Cherokee Rose does this great a job hosting events and it was their first time, then I certainly think they should host the 50th one! ☺

Barbara Wiley CPS/CAP
Georgia Division Treasurer

Photos at right courtesy Helen Denning CPS/CAP



Southeastern Technical College - Skills challenge winners, Advisors and GA Division Board



Dekalb Technical College (Clarkston & Covington) - Skills challenge winners and GA Division Board

All Roads Lead to Emory for Administrative Professionals Day®

Join Emory University and the Georgia Division of the International Association of Administrative Professionals® (IAAP) conference: "Forward Moving: Education Celebration" Wednesday, April 23, 2008 from 8:00 a.m. to 4:30 p.m. in Cox Hall Ballroom on the Emory campus. Enjoy a day of professional development, networking, and fun!



5 recertification points awarded

Registration deadline
April 9, 2008

gram materials, giveaways, and parking. Visit www.cll.emory.edu or <http://www.cll.emory.edu/adminpros/> to register online or via fax with your MasterCard, Visa, American Express or Discover Card. For mail registrations, print the registration form and mail with your check or money order.

The Administrative Professionals Day® Conference (APD) celebrates the important role of administrative professionals in our organizations. This conference was designed for anyone in an administrative support role. Participants will learn valuable techniques to take their career to the next level and receive special recognition for their important contributions to the workforce. Five recertification points have been awarded.

Registration is \$150 per person which includes continental breakfast, lunch, refreshments, pro-

For additional conference or vendor information, please contact APD Coordinators Demetrice Clayton CPS/CAP (770-270-7915 or gadivofficer@bellsouth.net) or Jennifer John (404-727-5413 or jjohn2@emory.edu).

Demetrice Clayton CPS/CAP
Georgia Division President-Elect

Division Scrapbook

Do You Have Pictures ???

As Scrapbook Counselor for Georgia Division President Linda Dillon CPS/CAP, I am requesting everyone's assistance in providing pictures of Linda as she attended IAAP meetings, seminars and special events during her presidential year. She has been very busy since her installation in June and anything you might wish to forward to me either via US Mail or electronically would be appreciated. Please get it to me by April 5.

Thank you for helping to create a wonderful book of memories. My contact information is: hschamel@mindspring.com and at 634 Kenilworth Circle, Stone Mountain, GA 30083.



Helen A. Schamel CPS/

CAP



Heather Beasley (Southeastern Technical College)
Winner of \$250 scholarship

Photo courtesy Helen Denning CPS/CAP

Georgia Division Annual Meeting

(cont'd from page 1)

from a state level. In addition to networking with peers from across the state, festivities include learning opportunities, shopping and entertainment.

This is a trip you don't want to miss! Registration information has already been mailed out and a complete package is also on the Division website - www.iaap-georgia.org - for your convenience. Deadline for returning your registration form is May 1, 2008.

Donna Mitchell CPS/CAP
Georgia Division Vice President

Retirement Trust Foundation Committee

A reminder to all Chapters that we have raffle tickets for 2 round trip



Airtran tickets (anywhere they fly), for \$1.00 each or 6 tickets for \$5.00! The winner will be announced at our 2008 Division Annual

Meeting. If your Chapter would like raffle tickets to sell, please email me at janetbivens@bellsouth.net and I will mail them to you. We still have Division Cookbooks for \$8.00 each.



Janet Bivens CPS, Chair
Georgia Division RTF Committee



Student Conference Attendees

Photo courtesy Helen Schamel CPS/CAP

Secrets of Success

Words of Wisdom from Women

"Life is what we make it, always has been, always will be."
~ Grandma Moses

"Real integrity is doing the right think, knowing that nobody's going to know whether you did it or not."
~ Oprah Winfrey

"When one door of happiness closes, another opens; but often we look so long at the closed door that we do not see the one which has opened for us."
~ Helen Keller

"I must govern the clock, not be governed by it."
~ Golda Meir

"You can't be brave if you've only had wonderful things happen to you."
~ Mary Tyler Moore

"Do not wait for leaders; do it alone, person to person."
~ Mother Teresa



Georgia Division IAAP
2007-2008
Board of Directors

President

Linda Dillon CPS/CAP
gadiv0708@yahoo.com

President-Elect

Demetrice Clayton CPS/CAP
gadivofficer@bellsouth.net

Vice President

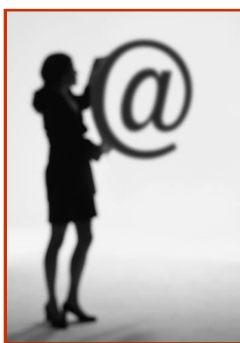
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gwinnettcounty.com

Secretary

Nina Hubbard CAP
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Treasurer

Barbara Wiley CPS/CAP
Bwiley@aflac.com



We're on the web!
www.iaap-georgia.org

The Peach State Issue is a quarterly publication of Georgia Division IAAP. All submissions for publication must be received by 9/1/07, 12/1/07, 3/1/08 and 6/1/08. Submissions may be sent to Ann Lingerfelt CPS, Editor, @ ann.lingerfelt@sablaw.com. This newsletter is general in nature and should not be relied on as your only source of information.

IAAP Mission, Objectives, Purpose, and Vision

- The IAAP **mission** is to be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.
- IAAP's **objectives** are to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education, authorized programs, and publications.
- IAAP's **purpose** is to provide information, education, and training and to set standards of excellence recognized by the business community on a global perspective.
- IAAP's **vision** is to inspire and equip all administrative professionals to attain excellence.

Calendar of Events

April 23, 2008

Emory/GA Division APD Education Celebration
Registration Deadline: Wednesday, April 9, 2008

May 1, 2008

Possible Women's Conference - Georgia World Congress Center (8:00 a.m. - 4:00 p.m.)
Division Marketing Opportunity— *Volunteers Needed*
Contact Demetrice Clayton CPS/CAP (770-270-7915)

June 6-7, 2008

54th Georgia Division Annual Meeting,
Hosted by Municipal Employees Chapter
Atlanta Hilton Northeast, Norcross, GA

June 8, 2008

Annual Meeting Transition Meeting (9:00 a.m. - 12:00 p.m.)
Atlanta Hilton Northeast, Norcross, GA
Incoming Chapter Presidents/Presidents Elect/Vice Presidents Meeting
Incoming Division Committee Chairs/Counselors/Appointees Briefing

June 28, 2008

Georgia Division Leadership Forum (9:00 a.m. - 4:00 p.m.)
The Coca-Cola Company Headquarters

July 27-30, 2008

International Convention and Education Forum
Hilton Riverside, New Orleans, LA

July 28, 2008

Georgia Division Dinner (7:00 p.m. - 10:00 p.m.)
Royal Sonesta Hotel, New Orleans, LA

July 31, 2008

International Leadership Workshop (9:00 a.m. - 11:30 a.m.)
Hilton Riverside, New Orleans, LA

Recommended for all Division and Chapter officers