



WCD Connections

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Make contributions to WCD Connections by contacting [Jayne Clark](#).

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Message from the Board:

Are you as excited as I am to begin our new year with IAAP? This year we continue our journey to being members of a remarkable association by demonstrating our **Power of Commitment**. And this is the first year that we enjoy the benefits of building on our experience of last year's introduction to the Pathways to Excellence Program (P2E). The P2E program continues as before with achievement possible at the Member, Chapter and Division levels. Be sure to check out the [Pathways to Excellence](#) home page and sign your Commitment form if you haven't already done so.

Congratulations to all the members who achieved their CPS and/or CAP ratings this year, and to those who have recertified. What tangible evidence of your Power of Commitment!

The award criteria are posted in the WCD Web Community library if you would like to get an early start on preparing for next year's awards.

WCD has a brand new website this year, programmed by Beth Turner our WCD Immediate Past President. Please take a moment to check out www.iaap.ca where you will find lots of great information. Actively participating in the IAAP web community is now easier than ever, as is sourcing and sharing information with all the members of IAAP. The ability to search for topics and recent posts is a great timing saving device for staying on top of items of interest to you.

Each WCD Board member is personally committed to meeting the requirements for Member of Excellence and providing you with the tools and resources to attain excellence, both as members and chapters! In addition, the Board formalized its commitment to becoming a Division of Excellence.

Something that you will be hearing more about shortly is the new online registration process that will be rolling out this fall to all chapters. Based on the results of the survey we sent earlier this August, I know many of you are as excited as we are with this new technology.

This year, each newsletter will feature an executive communication from a different member of the WCD board. I hope you will enjoy getting to know all the members of the board who are here to serve your needs.

Finally, I am so excited about our upcoming year and the possibilities we have to contribute to making IAAP a remarkable association. We're on the doorstep, and with just a few steps more, we'll be in the door!

On behalf of Dawn Becker CAP, Jayne Clark, Yvonne Friesen, Joan Beaudoin and myself, Barb Neuman CAP, your WCD board offers you our sincere best wishes for a successful year.

Tips & Tools for Achieving Excellence: Many members and chapters are planning for a year of Excellence. A pamphlet has been created which provides an at-hand reference and marketing tool for Members and Chapters striving for Excellence. This pamphlet is available on the Division website and also the [IAAP Community Link](#).

The pamphlet also lists the 10 points of Excellence as set out in the 7 Measures of Success. The points are listed alphabetically with Certification first. This is why the first criteria for Member of Excellence is certification. You do not have to be certified to participate in the Member of Excellence. This is just one of the 11 criteria; there are many others that you can work for to reach your total points. CPS/CAP holders who claimed a point for holding a designation may claim the point again this year – and every year so long as they maintain their professional designations which means they are working towards recertification. Members need to download the [Member of Excellence](#) document each year and sign the hard copy and date it. This signed certificate needs to be kept with the rest of your background material for your submission in the event you are audited. Please note that background material must be held for 12 months post-submission.

And if you are interested in obtaining either the CPS or CAP designation, or both, the next exam date is May 7 and 8, 2010 with the deadline for applying to write February 15, 2010. Note that the deadline to apply to write in the exams in November 2009 has passed. New candidates apply to take either the three-part CPS exam or the four-part CAP exam and must take all parts on their first attempt; CPS exam candidates will take three parts (Saturday) – CAP exam candidates will take four parts (Friday afternoon and Saturday). **CAP candidates do not receive the CPS rating upon passing Parts 1-3 of the CAP exam.** Individuals with an active CPS rating may apply to take Part 4 only of the CAP exam (held Friday afternoon). Please refer to the Web Community for further information on the benefits of certification and resource materials available. Information is also available on the Division website.

We are pleased to offer Chapters who are planning to participate in the Chapter of Excellence a new tool to help them plan and track their progress. This form is a strategic planning tool for Chapters. Find the form [Chapter of Excellence](#) and start on the Pathways to Excellence for your Chapter. We encourage you to review the criteria and start planning to achieve excellence.. Please contact me, or any member of the Division Board, if you have any questions or

concerns. We would be very happy to join you, a member or chapter, on your Pathways to Excellence.

Dawn Becker CAP
President-Elect
Division Certification Committee Chair
Division Pathways to Excellence Committee Chair

Update from EFAM:



President Horton CAP was overwhelmed and extremely grateful for the generous donation to the RTF by the Canadian members. Canada District Director Fogal CPS/CAP, Ontario Division President Buttler CPS/CAP and Eastern Canada Division President Griffin present a cheque to the RTF on behalf of International President Horton CAP, after Eileen Gormley CPS/CAP RTF Fundraising Chair made the formal presentation at EFAM.

Excerpts from Daily Newsletters from 2009 EFAM:

For all of us that were not able to attend EFAM 2009 you now have the opportunity to read [Excerpts from Daily Newsletters](#). Special interest articles are the Welcome from International President Barb Horton CAP in Saturday/Sunday's newsletter; Tuesday's newsletter features an article on 2009 OfficeTeam Administrative Excellence Award Winner DecolynneJo Barteski CPS, Calgary Chapter; Wednesday's newsletter features a photo of the new International Board. Read all four newsletters for additional articles.

International Bylaws and Standing Rules Proposed Amendments - Voting Results

Proposed Bylaws Amendment 1 on new membership dues was amended and passed as amended. The amended amounts for members residing in the United States and Canada are: professional \$83, professional-merited \$47, student \$50, associate \$180.

The amounts for each category for members outside the United States and Canada are \$20 higher.

Proposed Bylaws Amendment 2 on a \$15 processing fee for all new members passed.

Proposed Bylaws Amendment 3 on raising annual affiliate fees from \$130 to \$155 passed.

Proposed Bylaws Amendment 4 on payment of renewal of membership dues within 30 days after renewal date was amended and passed.

Proposed Bylaws Amendment 5 on election of district directors and eliminating some no longer needed wording passed.

Proposed Bylaws Amendment 6 on association members-at-large representation at EFAM and election of delegate and alternate passed.

Proposed Bylaws Amendment 7 on changing the words "annual convention" to "annual meeting" passed. This ties in with the name change to International Education Forum and Annual Meeting.

Proposed Bylaws Amendment 8 on adding a new membership classification of institutional group failed. Standing Rules Amendment 1 on changing the words "annual convention" to "annual Meeting" passed.

EFAM 2010 Package Deal: EFAM 2009 is just wrapping up and already we have the information for EFAM in Boston! If you know who your Delegate and/or Alternate will be this is an opportunity to save your chapters some money - \$50 off the registration fee and almost \$80 off four night's hotel costs. A link to the registration form is shown below. Be careful – there is a \$100 processing fee for cancelling a reservation prior to June 1, 2010 – no refund if cancelled after June 1. The four nights at the hotel must be prepaid – the taxes apply to the full room rate. If your board members are going to be going to EFAM whether they are Delegates/Alternates or not, everyone wins and everyone saves with this option. [EFAM 2010 Hotel and Registration Package](#)

Diffusing Conflict in the Workplace: Conflict is nothing new in the workplace. But tight budgets, large workloads and uncertainty about the economic landscape is causing many professionals to feel greater pressure on the job and leading to more disagreements between coworkers. If you find

yourself at odds with a colleague, how you respond could directly affect your career prospects.

Here are some tips that can help diffuse a confrontation with a coworker:

- **Take a time-out.** Don't respond to the issue at hand in the heat of the moment. Instead, wait until you have calmed down before deciding on a course of action or entering into a discussion. Remember, when addressing a conflict with a coworker, it's important to remain professional at all times.
- **Approach the situation from different perspectives.** Before addressing the issue, try to identify your coworker's motives, as well as any steps you could have taken to avoid the situation.
- **Meet face to face.** Trying to resolve a sensitive issue via e-mail can lead to misinterpretation. Body language and vocal inflection play a vital role in interpreting someone's intentions.
- **Be open-minded.** When you do meet with your colleague, instead of hurling accusations, calmly explain how his or her actions have affected you or the team. Give the person a chance to respond and share the other side of the story. Listen carefully to what your coworker has to say, even if you don't agree.
- **Don't be afraid to ask for help.** Immediately alert your manager if you are unable to resolve the conflict on your own or if it significantly affects the team.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at www.officeteam.com.

The Chicken or the Egg?

By Maureen Tazzioli

Just imagine. It is 4:50 on a Friday afternoon, and with only ten minutes remaining before your anticipated weekend, your boss calls you into his office and asks you this question, "What comes first the chicken or the egg?" Surprised by this sudden and unusual question you quickly try to think of a logical answer but instead you become distracted by the time of day so you just blurt out, "Who cares?"

With that your boss looks at you, smiles and says, "Have a nice weekend." Puzzled by all of this, you turn to walk away, shaking your head in disbelief of what appeared to be a complete waste of time.

Now even though the above scenario is fictitious in nature, a few lessons can be learned. First, let's look at it from the boss' perspective. Is it possible that the boss was merely curious as to how the employee handles untimely and unrelated questions asked by others, say their customers for example? Is it possible that the boss was watching the reaction from the employee, assuming that a similar reaction may occur in front of a customer, especially if the employee feels they were inappropriately interrupted?

What about the employee's perspective. Is it possible that the employee may begin to question the hiring practices of the organization especially in the area of staffing managers? Is it possible that the employee could feel as though their boss was being completely disrespectful calling on them so late in the day to answer a question that appeared to be of no great importance or benefit?

Whether you are an employee or the boss, there may be times when you are interrupted by those eager to have their situation resolved or their questions answered. Being aware that your response and body language will be noticed here are a few suggestions to help you stay professional and effective.

- **Be honest** - Honesty is truly the best policy. By applying honesty in all of your daily interactions you will find that people are drawn more to you for that same reason. At times people may confuse honesty with pleasing others. To me, being truthfully honest about a situation or answer to a question carries more merit than trying to please someone by telling them what you think they want to hear. Remember, everyone carries a different perspective, so the best anyone can do, I believe, is to work through every interaction with complete honesty.
- **Respect the use of time** - If a customer or co-worker requires you to call them back in five minutes with a possible solution to their situation, then you should be on the telephone in exactly 5 minutes...no longer. If after 5 minutes you notice that a suitable solution has not been reached, still contact

them as previously agreed upon, then offer a more realistic time frame. I know for myself the biggest challenge I face is when I require the expertise from a third party that may place my inquiry on a different priority list. Therefore, it is better to work with time on your side, be respectful of time and use it wisely.

- **Enjoy life as it comes** - When difficulties arise and your patience is being pushed to the limits, remember that life continues to happen whether we are ready for it or not. So give yourself a breather, do what you can to enjoy your life right now. Take 10 - 15 minutes to go for a brisk walk outside. Change your focus by reading the latest business magazine or a chapter from your favorite book. If those are not options available to you, then let your imagination wonder...picture yourself winning the next big lottery or taking a great vacation with all of your friends or family members. Either way, it is important to stop dwelling on a situation that has the potential of draining your personal energies and effectiveness, instead spend some time on yourself, rejuvenating your personal energies and revisit the situation when you are refreshed. Chances are with a refreshed attitude about yourself; your perspective on the situation may also change.

Maureen Tazzioli is a professional speaker, trainer, and owner of ReZultsMatter, a personal development and professional excellence business established in 2001. Maureen can be reached at 306-751-0009 or by visiting her web site at www.rezultsmatter.com. This article is reprinted with the author's permission).