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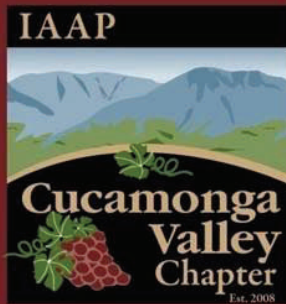
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VOLUME 1 ISSUE 10

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Cucamonga Valley Chapter IAAP



*Hello
Members
and
Colleagues,*

Season's Greetings! No, I haven't lost track of time. We are in the Spring Season, and with that comes warmer weather, BBQ's with family and friends, and vacations! I hope you all had a blessed Easter and those that signed up to take the CPS/CAP exam are doing well with your studies. I know you will all do great!

Administrative Assistant's Day is rapidly approaching and our scheduled meeting this Wednesday will be a very special treat for all of us. It's a great privilege to be able to introduce you to a man who has a miraculous story of will and determination to share with

President's Message

us. I know you will be very inspired by his life journey.

We will also be treated like special ladies of the court by Barbara and her staff from Barbara's Victorian Tea House. If you recall, we had our Christmas Holiday Social at the Tea House and a great time was enjoyed by all. We are looking forward to Barbara's 'special' care this time, as well.

I would like to thank all those who generously donated books and or money for the Rancho Cucamonga Library Fund last month. If you didn't get a chance to donate last month, it is not too late to do so. Just see Melissa when you check in for the meeting.

We have another community

outreach project to help women who will be returning to the work force. We are asking for donations of gently used business clothing for women, all sizes, that you would like to donate.

We are also fortunate to have as fundraisers for our chapter a table with mugs and calendars for sale. The mugs can be personalized and will have our logo on it as well. The mugs vary in price and the calendars are \$7.00. We appreciate your support for our chapter and hope



you will enjoy the mugs and the calendars. If you have any suggestions for fundraisers, we would love to hear about them.

Ida

Next Meeting - April 22nd Inspirational Speaker—Matt Jones

Our April 22nd meeting will be a special event to celebrate us and give ourselves a treat for Administrative Assistant's Day!

Please join us for an evening of graciousness served by Barbara of Barbara's Tea House, and inspiration from our guest speaker, Matt Jones.

Matt Jones is a 3-time cancer survivor who will inspire us to never give up, never give in and to keep going to be and do our best.

Matt Jones is a speaker, author, and consultant with a dynamic story and universal strategies that challenge individuals and organizations to exceed their present level of success and

provides options for the challenges they are facing.

Matt's mission is to inspire his clients to reach their true potential. This is done through his talks, seminars, products, and coaching.

He has shared his amazing and inspiring story to associations, corporations, colleges, schools, non-profit organizations, and churches. If you are looking for an unforgettable speaker that will inspire and bring value to your group then Matt Jones is the speaker for you.

Call Donna to make your reservations for this inspirational meeting. The meeting will be

held at Barbara's Victorian Tea House on Etiwanda Avenue in Rancho Cucamonga..



WOW! Word of the Week—Susan Clarke

WOW Word Of the Week #36

Experience -- what people see, hear, and feel.

What kind of experience do your customers, guests and members have in your establishment?

When I was in Playa Del Carmen, Mexico this year, I took a picture of a restaurant with a banner draped across the front that read:

"IF THIS IS NOT A GREAT DINING EXPERIENCE YOU DON'T PAY!"

How many of you would be willing to do that?

In my WOW #31, I wrote that value was a combination of product, service and atmosphere. To make the point this week about how important the experience (atmosphere) is, I will share what Bill Marvin, the Restaurant Doctor, wrote in his weekly e-letter.

In an interview in the Boston Globe, Howard Schulz, Chairman and CEO of Starbuck's, said in part:

"We are in the business of creating an experience in our stores that goes well beyond the product. The product is not just the coffee, it's the relationship we have with our guests, the environment, the music, the entire setting. Our primary goal is not to

increase transactions; it's to increase the experience in our stores."

A Note from the Doc: Starbuck's has created an empire (and gets \$3 a cup) because they do not sell coffee ... they sell an EXPERIENCE based around coffee. What is the experience in YOUR place ... and what are you doing to increase it?

So well said, I needn't say more!

www.MotivateU.com and sign up to receive her weekly WOW Word!



May 27th Meeting: Board Elections, Impact Meeting, and guest speaker, Robert DeLoach at our new location, Dave & Buster's Restaurant in Ontario Mills!!

Our May meeting will be filled with fun and business!! We will be holding our meetings for the next three months at Dave & Buster's Restaurant in Ontario Mills.

Wait until you see our new meeting room!! You will be very impressed!! We certainly were! The old saying, "If you build it they will come" will be our mantra so more members will be joining us, which means more benefits for all of us to network with other professionals.



We have signed a contract for the use of Dave & Buster's for three months to try it out. If everyone is in agreement, we will keep our meetings at Dave & Buster's for our official meeting site.

Our guest speaker is the General Manager and CEO of Cucamonga Valley Water District, Robert DeLoach.

We will also be having an Impact Meeting (Membership Drive) to gain new members in May at our new location.

March 25th Meeting—Absolute Success with Jo A. Della Penna

Our guest speaker for our March 25th meeting was Jo A. Della Penna. Ms Della Penna gave us inspirational experiences that helped to motivate us to be more

successful in our daily lives and our careers. Thank you, Ms. Penna!

Picture below: Taya Victorino and Valerie Victorino, our new Membership Chair.

Picture below: Adriana Vega and Melissa Morales, our Treasurer.



Have a joyful and blessed Easter Season!



MEMBER SPOTLIGHT



Name: Valerie Victorino
Employer: City of Rancho Cucamonga
Title: Planning Department Secretary
Years: 8 1/2 years

What do you most enjoy about being an administrative professional?

I love that every day is a new challenge! Both departments I have been in have something new happening every single day, so you are never bored. We are currently working on the General Plan update, green building, Historic Preservation and more-who knew Planning was so fun?

How did you hear of IAAP?

Donna Kendrena is a lovely lady that promotes excellence at City Hall-she encourages everyone to be their best!

Any hobbies or interests?

Oh my...let's start with my wonderful family. My husband and I have just celebrated our 30th wedding anniversary and we have 3 children. Julie is 27, married and has 2 children, Taylor (7) and baby Andrew (3 months). Robbie, 25, is married to Taya (she is a member of IAAP too!) and they have 2 little boys, Bobbie (3) and Rylie (1 1/2). Ashley, 22, is not married yet and living at home. We are very involved and happy to play with our grandchildren and we are lucky to have them all living close. I quilt and have been a member of a local quilt guild for 25 years, serving in every capacity, including several years as President. I volunteer in my granddaughter's classroom each week and belong to a weekly sewing/quilting group. I sew, knit (part of the "Knit Wits" at work), do basically all of the hand-crafts, love to garden, read, yoga, Sudoku puzzles, travel, and celebrate every holiday!

Layoff Survival-

Several Ways to Keep Skills Sharp

By Eileen AJ Connelly
The Associated Press

Losing a job can mean losing more than just a paycheck. Without some planning, an extended layoff can cause job skills to fade and make someone less attractive to potential employers.

And it's not just the unemployed 8.1% of the workforce that has to worry about a personal brain drain. Add in those working part-time or who have given up looking for a job, and the Labor Department says 14.8% of the U.S. workforce is "underutilized."

Whether they can speak a foreign language or analyze financial spreadsheets as easily as sports statistics, those people need to find ways to keep their skills up.

"Maintaining your skills and advancing your skills is critical to advancing if you're employed, and getting a new job if you're unemployed," said Dean Tracy, a recruiter and career coach in San Ramon.

But how do you stay on top of your field when you've been downsized? Tracy and other career counseling experts identified three potential avenues: continuing education, professional organizations and volunteering.

Continuing Education

Even for those who are not out of work, learning new skills or brushing up old ones is always beneficial. Several experts said classes that offer certifications are particularly helpful.

"What it tells the employer is, you're not sitting around wondering what to do next, you're taking the initiative," said Tracy. Those who can't attend a class should look for online training.

Technology and business models have evolved so rapidly that anyone who got their education 10 or more years ago is no longer current in the market, said Don Straits, president of the Auburn, California based executive search firm Corporate Warriors: "That MBA from Stanford that you got in 1978 or 1980? That and a dollar will get you a cup of coffee."

Underscoring that idea, Straits said it is vital for today's workers to take advantage of Web-based technologies. "I won't say they need to be "twittering," he said, referring to the fast-growing service through which users send out short messages. "But they do need to be connected or involved in Web 2.0. It's not just a matter of surfing the Web any more."

Social networking, he said, is a good place to get acquainted with the expanding possibilities online. It's an area that is easily self-taught, and one that can have numerous applications once you're back in the workplace. As a bonus, establishing a network of contacts can also help during a job hunt. Pointing to a 24-year-old staffer at his company who has 4,000 "friends" on MySpace and 300 connections on LinkedIn, Straits said, "He will never have a problems connecting to a position."

Experts in using resources like Twitter, Facebook and LinkedIn may be able to help others by teaching a class or leading a workshop for a professional organization. Another possibility is to seek an adjunct faculty position at a local college.

"Having a faculty appointment is never a bad thing," said Roy Cohen, a master coach for The Five O'Clock Club, a New York based career coaching network. An added plus: "You have access to other faculty members you can network with."

Professional Organizations

Beyond the potential for teaching fellow members, professional organizations typically offer access to broader workshops and seminars. But Straits said **it's important not only to join, but to be active in professional groups.** "One of the best jobs in any association is the membership chairman," he said, "because you are going to get to know every single company or individual in that organization."

Professional organizations also often need help with tasks like maintaining their Web sites or organizing their finances, providing more opportunities to put languishing skills to use.

Volunteering

Donating your time can also add some interest to a resume and demonstrate a commitment to community that may impress a potential employer.

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Cucamonga Valley Chapter IAAP Contact Information

If you have any questions relating to IAAP, joining the chapter, joining the board or any of our committees, subcommittees, or would like to help us with fundraisers, etc., please contact Ida Martinez at 909-987-2591, or email her at idam@cucamongavalleyiaap.com



Articles in this newsletter are taken from the Archives of OfficePro Magazine. With your membership to IAAP you receive a free monthly subscription to this great and informational magazine.

Calendar of Upcoming Events

- Monthly meetings held the 4th Wednesday of every month. For the next three months we will be meeting at Dave & Buster's, on the east side of Ontario Mills, on a trial basis hoping to make this our new meeting home.
- Applications for CPS/CAP must be submitted by August 15th to qualify for the November 2009 testing dates. Please see Ida Martinez or Donna Kendrena for more information.
- May 27th @ 6pm—CVIAPP—Robert A. DeLoach, General Manager CEO of CVWD will be our guest speaker. We will also be having our Board Elections this evening.
- June 24th @ 6pm—CVIAAP—Susan Silver, MA and President of Positively Organized. "Organized to be Your Best!"
- July 22nd @ 6pm—CVIAAP—Rochelle Cowper, MOAL, Life Potentials Practitioner. Motivational and empowerment speaker.
- August 26th @ 6pm—CVIAAP—
- September 23rd @ 6pm—CVIAAP—
- October 28th @ 6pm—CVIAAP—
- November 14th—2nd Annual Craft and Vendor Fair—November is our Craft and Vendor Fair month and we will be having our fair at Central Park in Rancho Cucamonga from 9am—2pm. Please come and join us for some great holiday bargains!

(Continued from page 3)

Tracy says it's a mistake to rule out listing a volunteer position on your resume: "Just because you got paid or didn't get paid does not diminish the importance of that being a job that enables you to enhance your skills."

If you're searching for a suitable spot, look for organizations that connect volunteers with non-profits needing expert help. The Taproot Foundation is one national group that provides pro-bono help with things like strategic planning, annual report preparation and marketing.

Taproot recruitment manager Melanie Damm said the group has seen a huge influx of volunteers in the past six months. Though at times Taproot had been limited by the number of pro-bono consultants it could recruit, now there is a bit of a problem finding projects for the volunteers in some cities. But, she said, "We still have shortages for very specific sorts of skill sets" like Web site development and graphic design.

Being open to working as an unpaid intern at a for-profit company, or volunteering to help on a specific project, may get you in the door. Cohen, of The Five O'Clock Club, has a client who approached a company offering to be an apprentice that was accepted. "They were very taken with his strategy," he said.

It's a tactic that worked for Shawn Graham, the Director of MBA Career Services at the University of Pittsburgh and author of the book, *"Courting Your Career."*

In 1997, he was downsized by the retail company he worked for and decided to try the career counseling field. He approached three colleges seeking to volunteer in their career offices, and one took him up on the offer.

A few months later, he was given a paid spot there, and has since moved up in the field by working at two other universities. Graham said, "Sometimes just calling up and offering to help on a project can be the foothold to get into the organization."



Changing Your Knowledge, Skills and Abilities, and Credentials

Mark Dombeck, Ph.D. and Jolyn Wells-Moran, Ph.D.

Knowledge and skills are different but related sorts of things. Knowledge has to do with what you know; what you are aware of and what you understand about how things work and how things fit together. You may have come by knowledge first hand through life experience, or you could have taken it from books, websites and other means of recording. Skill or ability, on the other hand describes your ability to influence things; to take what you know and apply it so as to cause a real effect to occur. A certain amount of knowledge is a prerequisite of skill; you can't be skillful without first being knowledgeable

However, you can easily be knowledgeable without being very skillful. Knowing something intellectually is a very different thing than knowing how to make practical use of knowledge.

When the world was young and people lived exclusively in small tribal and family groups everyone knew each other intimately. Everyone's areas of strength and weakness were common knowledge and there was no need for certification. The modern world is a far more complex place. Knowledge has become highly developed and specialized and it is no longer possible for one person to know it all, first of all.

Secondly, it is now normal for people who are essentially strangers to one another to work together for the same employer. People need to have ways of demonstrating that they have mastered bodies of knowledge and skill to strangers who don't know them. Credentials, such as high school and university diplomas, professional certifications, and commercial licenses issued by trusted institutions and governments have become the way that people demonstrate their accomplishments to one another.

Life problems can be caused by a lack of knowledge, skills or ability, or credentials at most any stage of life. Your ability to learn more advanced knowledge and skill depends on your having first learned basic knowledge and skills. If you never are able to master basic knowledge and skills, your opportunities for further advancement will become very limited.



Save the Date!

June 5-7, 2009 Annual Educational Forum & 57th California Division Meeting

Riverside Marriott Hotel
3400 Market Street
Riverside, CA 92501
(just one block from the Historic Mission Inn)

**You won't want to miss hearing
the wonderful speakers
selected for the weekend!**

Friday, June 5th

Keynoter:

Burnette Clingman
"The Courage to Rise to Excellence"

Morning Workshop:

Joyce Harper
*"Achieving Your Goals: Taking a
Productive Approach to Personal
and Professional Growth"*

Certification Luncheon Speaker:

Tom Collins
*"Positive Change through Management
of Organizational Values"*

Afternoon Workshop:

Lisa Olsen
*"Fostering Teamwork in the
Workplace—It Starts with You!"*

Saturday, June 6th

Keynoter:

Dr. Lynn Joseph
*"Self-Leadership: How to Achieve
Goals Quickly and Powerfully With
Visualization Techniques"*

Sunday, June 7th

Keynoter:

Susan Leahy
"Communication Empowerment"

Honored Guest Speaker

International President, Barb Horton, CPS/CAP
Speaking on: *"Encouraging the Heart"*

(2009 AEF/CDM Registration Brochure
Available early March)