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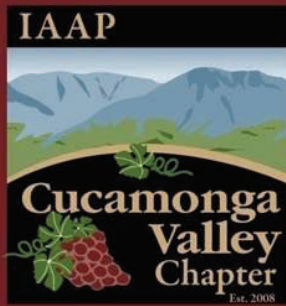
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FEBRUARY 2009

Cucamonga Valley Chapter IAAP



Hello
Members
and Col-
leagues,

This year is already flying by and the rain just keeps on coming! We could probably expect a very nice and colorful spring with the amounts of water being sprinkled down on our thirsty flowers. I am really excited about the lineup of speakers we have for the rest of the year, especially this month's speaker. We have a perfect topic this month being presented by Jerry Gracis from Avery Dennison. He will guide us into creating a more efficient working environment by helping us to get organized. I am looking forward to breaking bad habits and improving on some good ones to get my life organized.

President's Message

There are many great things coming up this year and one of them is nominations/elections for a few board members in our chapter. I would like to encourage all IAAP members to talk to their current board members if you are interested in an exciting opportunity for leadership growth. Being part of the board has had a tremendous impact on my career as an Administrative Assistant and it has been an incredible experience to take back to my employer and show how my leadership abilities have advanced. In addition, the added responsibilities of serving on the board has given me a sure fire can-do attitude with confidence.

There is one simple action you can take right now as an IAAP member that will set

this in motion for you to enhance your leadership skills and that is to introduce yourself to the board and let us know of your interest. We can get you started and mentor you through the process if needed. Since you are already an IAAP member chances are you are already a positive thinker, so put those positive thoughts into powerful actions and come on BOARD!

Ida

*"IF YOUR ACTIONS IN-
SPIRE OTHERS TO
DREAM MORE,
LEARN MORE, DO MORE
AND BECOME MORE,
YOU ARE A LEADER."
~John Quincy Adams~*

Next Meeting - February 25th Get Organized Seminar with Jerry Gracis from Avery Dennison

Cucamonga Valley IAAP is happy to announce that our February guest speaker will be the Account Manager for Avery Dennison, Jerry Gracis.

Jerry will be sharing managing tips and skills such as:

- Manage incoming information overload
- Organize email and computer files
- Establish order in your

workplace

- Organize multiple people
- Software and formatting solutions.

Please come and enjoy yourself with a good meal and some great suggestions to reduce your stress, achieve greater productivity, and learn how to organize your desk, workspace, paper and computer files, as well as discover meth-

ods to support and organize multiple people! **Every one in attendance will receive a free sample pack of Avery products.**



Please visit us on the web at www.cucamongavalleyiaap.com

WOW! Word of the Week—Susan Clarke

WOW Word #200—Innovation

Innovation - introduction of something new; making changes in anything established.

Do you believe that innovation is necessary to stay competitive in your marketplace? Have you come up with any new ideas that would better serve your customers, clients, guests, members, employees? Have you ever thought about changing old policies that seem outdated now?

Google knows how important innovation is to their business. They opened a new tech center in Zurich, Switzerland where the employees have lots of dilemmas to deal with. Do they take the stairs, slide, or fireman's pole to go to the cafeteria or game room? Should they select the homemade pastry or exotic

fruit juice? (Part of their three free meals and snacks a day)

Google believes that in order to tap into the maximum creativity of their workforce, it takes a whimsical mishmash of colors, shapes, and textures in nooks and crannies. For phone calls they can choose a former ski gondola converted into a phone booth, go inside a blue igloo or giant purple egg, take it on a video monitor, or outside walking along a rushing Alpine river.

"To be effective in a short innovation cycle, you cannot just be sitting at your desk," says Matthias Graf, the company spokesman in Zurich. Their game room consists of pinball, foosball, pool tables, a Wii sports center, an air guitar video game, massage tables, and an aquarium water lounge.

"And, they have no qualms about the number of play areas in the building," reports the Associated Press article. So, you think if you worked in a place like Google that you would come up with innovative ideas? Do you think that you would enjoy your job more? Have you ever thought about making your break room more fun with colors and games? What innovation could you bring into your work and personal life?

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



March 25th Meeting: Success of the Administrative Assistant

We are very excited about the guest speaker for our March 25th meeting. We are honored to have Jo A. Della Penna.

Ms Della Penna is an entrepreneur, coach, national speaker and author. Her mission is to **empower, motivate, and educate** entrepreneurs to be courageously authentic, bringing their uniqueness in the business for a satisfying and rewarding lifestyle. She is dedicated to assist the busy entrepreneur to build a successful business that serves their life—not consumes their life... creating **Absolute Success**.

Jo is a Master Certified Seminar Leader

through the American Seminar Leaders Association (ASLA) and holds a B.S. in Business Administration from the University of Phoenix.

Jo is actively involved as an associate member of National Speaker Association 0 GLAC chapter where she just completed the Pro Speak Academy 2007-2008 program. She will be joining the Pro Speak Academy training staff for the 2008-2009 program.

Additionally, Jo has over 17 years experience in small business management and was nominated for the 2006 & 2007 *Women Making a Difference Award* by the Los Angeles Business Journal. Jo has also been ap-

pointed as Honorary Chairman for the Business Advisory Council. She has been awarded the 2006 Business Woman of the Year by the NRCC.

She is proud to have successfully equipped each of her clients with the knowledge and tools that it takes to grow their business, and the ability to take their business wherever they dream with clarity, peace of mind and profitability.

Jo currently resides in Southern California with her best friend and husband, John. They have been married for 12 years and have three beautiful children, J.J., Jazlyn and Jason.

January 25th Meeting—Joann Simmons, LFMT Learning how to deal and cope with stress

Thank you, Joann Simmons, for the wonderful insight to the causes of our stress.

Joann explained that our stress starts off with EXPECTATION—that we expect too much of ourselves, that we should be able to do everything—be super women. When we fail to meet our own expectations of our goals, we have ANXIETY. Anxiety is a result of F.E.A.R. - False Expectations Are Real, and we get very ANGRY with ourselves and in that process the anger can cause us to show signs of physical or mental problems. If we turn our anger inwards, it causes us spiritual and physical ailments, and if we

turn it outwards, we take our anger out on the people around us.

From the anger we get feelings of being POWERLESS, or HOPELESSNESS, which in turn leads to GUILT that we can not meet our F.E.A.R. and expectations. From the guilt we get DEPRESSED. The depression can worsen until we are unable to function at all, or even become suicidal.

Joann suggested that we realize we are NOT super women, and we CAN NOT do EVERYTHING. We must base our expectations in REALITY, and it's OK that we can not do EVERYTHING we think we

can. We must allow ourselves the freedom to forgive ourselves for not being perfect!! She also said that meditation, relaxation techniques, and exercise are also excellent ways which will help alleviate our stress.

Joann taught us how to just be still and learn how to breathe to relax and to focus ourselves on letting go of the false expectations we have of the things we think we should be able to do. It's OK to NOT DO ANYTHING AT ALL and just RELAX!! If we can learn her techniques, we can be much happier and healthier in our daily lives.

Thank you so much, Joann.

President's Day



Respect from others in the workplace begins with self-respect. Self-respect is evidenced by the way you speak, what you say and how you say it

MEMBER SPOTLIGHT



Name: Gina Molina
Employer: Rancho Cucamonga Fire Dept.
Title: Senior Administrative Secretary
Years: 2

What do you enjoy most about being an administrative professional?

What I enjoy most about being an administrative professional is that I truly enjoy what I do. I have a great relationship with my boss who treats me as a team member and keeps me apprised of what's going on in the Department and Citywide. I like the fact that everyone knows they can come to me when they need something or they can ask me a question. I love working for the City of Rancho Cucamonga fire service. We are professionals who strive for success in our city and the people I work with are the best.

How did you hear of IAAP?

Donna Kendrena and Janet Walker introduced me to IAAP. They always had fun stories to share about their road trips to IAAP meetings.

Any hobbies or interests?

I enjoy spending time with my husband Jeff and soon to be 1 year old son, Brock. My family enjoys camping, trips to Las Vegas, Glamis and the river. We also love all inclusive resort trips! One of my hobbies is coupon clipping. I am fascinated by the rewards of how much I can save by taking the time to clip coupons.

How to Stand UP For Yourself *Without* Losing Your Job

By Bonnie Low-Kramen

The country was stunned on October 30th, 2007 by the murder of celebrity realtor Linda Stein, allegedly by her personal assistant in New York City. Ms. Stein was beaten to death. The media reports that the assistant was provoked by having marijuana smoke blown in her face repeatedly, "yelled at all the time," and was hit with a piece of yoga equipment. How could this have happened? More importantly, how could it have been avoided?

"The Devil Wears Prada" boss from hell comes to life? Life imitating art, only worse? Every administrative professional understands and relates to being disrespected and abused in the workplace. It is the proverbial "elephant in the room." Everyone knows it's there but no one wants to talk about it or deal with it. But we are dealing with it— with silent rage, with passive-aggressive acts such as calling in sick when we aren't really sick and by acting out our anger on anyone other than the abuser. The targets of this unexpressed anger can include our co-workers, spouse, children or even the dog. The cycle of abuse continues in this way. The future of our profession is at stake. It's not easy, but let's talk about it anyway. Administrative professionals possess the power to find solutions to this problem. We need not be victims unless we choose to be. We are in a unique position because of the very nature of the work we do "in support of" our employers. However, at its most basic level, abusive behavior is wrong, has no place in the workplace and we need to participate in the solutions.

The givens:

95% of the 4.1 million administrative professionals in America are women. Women are socialized as young girls to not assert themselves or be confrontational. To assert and confront are nearly impossible assignments for many women. Just ask. What you'll literally hear is, "I would do anything to not have to confront someone." The reason for this is because our societal training is so deep-seated.

The good news is the word "nearly." Women in the workplace, especially ones who have been promoted into management, have learned the ways to positively confront people. The results? They get what they want and need and instead of making people angry, everyone is calmer because of the clarity which comes as a byproduct of honest communication.

Ways to Garner Respect

1. Begin with your cover letter and resume

These materials are your first contact with the workplace. Make clear that being an administrative professional is your "career" rather than your "job." Include a professional objective. The words you choose matter in order to communicate your professionalism, your desire to seek excellence and the seriousness with which you view your role. Take great care with these documents because they paint a picture of who you are and offer a first impression before you even get a chance to walk through the door. No typos,

no grammatical errors. Letterperfect materials are the first step to achieving respect.

2. E-Mail communications

All e-mails to managers and co-workers should be professionally written. You are being judged on every one. You can tell a lot about someone you've never met by the way they communicate in e-mail!

3. The interview(s)

Your prospective employer's HR people were impressed enough by your materials to bring you in for an interview. You will now be evaluated by how you dress and conduct yourself. Self respect is evidenced by the way you speak, what you say and how you say it. Practice. Prepare a story for everything on your resume. These stories reveal your values and what matters to you. Self respect is about viewing yourself as the solution to someone else's problem and presenting yourself as such. You bring experience, skills, and intelligence to the table and you get to evaluate whether their assignment is a good match for your talents and vice versa. Interview them as much as they are interviewing you. Ask questions such as: *Why did the last assistant leave? Is this a non-smoking office? Will I be on-call 24/7? Is any travel involved? How are expenses reimbursed?* Asking these questions will help you to better evaluate the position and at the same time, communicate self respect. You will probably have more than one interview. Handle each one as a top priority and be prepared with stories which communicate the ways in which you do your best work. Say things like, "I

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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@cvwdwater.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 informative magazine.

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enjoy being part of a team where the only agenda is getting the job done. I have a hard time in an environment where there is screaming and gossip." See the reaction.

4. Your manager

You have opportunities from your very first interaction with him or her to command respect. It is possible to command respect without being abrasive or unpleasant. In fact, it works better to be simple, honest, pleasant and direct. Use humor. Kiddingly say, "You're not a screamer, are you?" He or she will ask you about former situations which will help you garner respect. Be honest and state the ways in which you work well such as; *I am very self-motivated. If you give me access to you and let me know what you want the end result to be, I'll run with it.*

Or; *How do you prefer we communicate on a daily basis? How about when we are on deadline and in a crunch? Do you prefer some other way in those situations?* These discussions set the groundwork for reasonable expectations and mutual respect.

5. Day to Day Behavior

Respect is garnered by taking initiative and being a part of the solution, not the problem. Offer a suggestion or an idea about something you have observed or know is a burning issue. If you are going to raise an issue, be prepared with one or more possible solutions. Present this to your manager in writing or verbally. Setting a high standard for yourself garners respect from co-

Calendar of Upcoming Events

- Monthly meetings held the 4th Wednesday of every month at Carrows Restaurant
11669 Foothill Blvd., Rancho Cucamonga 6:00pm - 7:30pm
- Applications for CPS/CAP must be submitted by February 15, 2009 to qualify for the May 2009 testing dates. Please see Ida Martinez or Bonnie Tazza for more information at 909-987-2591 or email them at idam@cvwdwater.com or bonniet@cvwdwater.com
- February 25th @ 6pm—CVIAAP Meeting—Avery Dennison—Learn everything you ever wanted to know about organizing your work and personal life with Avery Dennison products.
- March 25th @ 6pm—CVIAAP Meeting—Success of the Administrative Assistant by guest speaker, Jo Della

Penna, Entrepreneur, Coach, National Speaker and Author.

- April 22nd @ 6pm—CVIAPP Meeting—Administrative Assistants Day—Come spend a special time and a special place for your special day! The meeting will be held at Barbara's Victorian Tea House on Etiwanda Blvd in Rancho Cucamonga.



workers and managers. Make others look good and it will come back to you. Be generous with praise, credit, information and resources. Helping others even when it is not your job garners respect as well as being the "go-to" person in a crunch.

6. When abuses occur

As unpleasant as this is, handle it immediately. Don't assume it is an isolated incident. In general, if abuse happens once, it will probably happen again.

Verbal Abuse

Your manager uses profanity, is screaming, or is otherwise demeaning towards you. Response Options: Calmly get up and say, "I cannot work with you if you are screaming. I'll be at my desk." Or: "I know you are stressed out, but you cannot speak to me in that way." Then leave the room or the space for a few minutes. You are clarifying your limits and boundaries in this way. Do you risk being fired? Of course, but it's worth the risk if you are a valuable assistant. Give your manager a chance to cool off and see what happens.

Sexual Harassment

This can be subtle or overt, but it is very common. Harassment can range from seemingly innocent comments about the way you look in that outfit to blatant demands for sex.

Response Options: Respect comes from confronting the offender by directly saying, "Your behavior is inappropriate and unacceptable to me. I'm going to give you the benefit of the doubt that you didn't know how I would re-

spond. However, that will be the last time. If it happens again, I will report you. Any questions?" Wait for an answer and walk away.

Physical Abuse

Your manager or a co-worker assaults you in some way. Response Options: Yell, run and call security. Other methods of dealing with abusive language and behavior are to write a note expressing your feelings, to ask a peer of your supervisor to speak to him or her on your behalf, or to raise the issue with the HR staff. Resigning and/or pressing charges is always an option, albeit a wholly unpleasant, time-consuming, emotionally draining and potentially expensive one.

Abusive behavior is rooted in about having power and wielding that power in a disrespectful way. Administrative professionals possess great power to affect the workplace and their own experience in a positive way by standing up for what is right and commanding respect. Not only will you not lose your job, you will probably end up being promoted. It could be murder to wait.

About the Author:

Bonnie Low-Kramen, 22-year assistant to actress Olympia Dukakis and author of the book, "Be the Ultimate Assistant, A celebrity assistant's secrets to success," and proud IAAP member. For more info; www.BonnieLowKramen.com.