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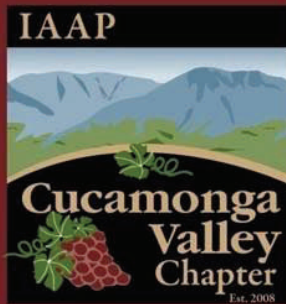
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VOLUME 1 ISSUE 7

JANUARY 2009

# Cucamonga Valley Chapter IAAP



Hello  
Members and  
Colleagues,

Well, another year is gone and a new year awaits us with new challenges and experiences! Remember that February 15th is the cut off date to send in your applications to take the CPS or CAP exam in May!!

I hope you all had a wonderful and blessed Christmas and Happy New Years! We are so excited about our guest speaker line-up for the next 6 months! We hope you will be too!

January brings us Joann Simmons, PhD, from Alta Loma Psychological who will speak to us about mastering stress! We could have used that last month!!

February, we will have a speaker from Avery Dennison,

## President's Message

the label and office product company, who will show us shortcuts and ideas for using their products, and also will hand out free samples to all who attend!

March will be Jo A. Dela Penna, a motivational speaker, who will give us ideas on how to motivate ourselves, as well as those around us, so we can be more efficient and valuable to our employers.

April will be a special treat as we celebrate Administrative Professionals Day at Barbara's Victorian Tea House, with guest speaker Matt Jones, a three time cancer survivor. Come hear his miraculous and inspiring story.

May is our Impact Meeting and we are expecting a very large crowd for our membership drive. It is also nomination submission month, so if any of you

would like to be on the board, or if you would like to nominate anyone, please contact me. We also have our guest speaker who will be Robert De Loach, CEO of Cucamonga Valley Water District, who will be speaking to us about what our bosses expect of us, from their perspective! It should be very interesting!

June will be election month and our guest speaker will be Susan Silver, who will speak to us about being positively organized!!

Remember! To be able to qualify to take the CPS or CAP exam in May, your application must be sent in before the February 15th deadline!!!

*May all your dreams and goals  
come true!*

**Ida**

## Next Meeting - January 28, 2009 Mastering Stress by guest speaker Joann Simmons, PhD.

We are pleased and honored to have as our January guest speaker, Joann Simmons, PhD. Joann is a licensed Marriage and Family Therapist with Alta Loma Psychological. Joann will be speaking about stress and how we can better manage our stress at work, home, relationships, and juggling our busy schedules.

Please join us for an evening of mental health awareness to learn more about main-

taining a healthy and stress free lifestyle.

### Mastering Stress

If there is one word that characterizes today's world, it's **stress**: job stress, role stress, stressful relationships, *life stress*! The primary sources of stress in our lives are:

- **external events**
- **conflicts in relationships**
- **Internal pressures &**

### **expectations**

- **life crises**

Often, the events themselves are not as important in determining stress levels as our *emotional reaction* to them. In fact, stress is more than just an event; it consists of the event (called the **stressor**) plus **how we feel** about the situation, **How we interpret** it, and **what we do to cope** with it.

# 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 mish-mash 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](http://www.MotivateU.com) and sign up to receive her weekly WOW Word!



## December 10, 2008 Holiday Meeting What a wonderful time in a Tea House!

Our Holiday Meeting was a smashing success at a beautifully restored Victorian house turned into a Tea House. Barbara's Tea House was filled with glorious aromas of fresh brewed teas as well as scrumptious edibles such as fresh fruit, quiche, finger sandwiches, and desserts. Barbara and her staff were gracious and inviting hosts. Thank you, Barbara, for a wonderful and joyful holiday experience.

Our guest speaker for the meeting was Marsha Banks, the Curator for the Etiwanda Historical Society. She taught us about George Chaffey and the Chaffey Family History which intertwines with the history of our

great valley. Thank you Marsha! We would also like to thank all those who brought toys for our Christmas Toy Drive for the less fortunate children in our area. Your generosity was greatly appreciated by all the children.



Above, left to right: Julia Hogan, City of Rancho Cucamonga; Taya Victorino, Cucamonga Valley Water District; Adriana Vega, Cucamonga Valley Water District; Rebecca Coleman, City of Rancho Cucamonga; Casey Costas, City of Rancho Cucamonga; Melissa Morales, City of Rancho Cucamonga; Ida Martinez, CPS, Cucamonga Valley Water District; Evette Navarro, Cucamonga Valley Water District; Debbie Cabana, CPS, San Bernardino County Sheriff's Department - Rancho Cucamonga Police Department.





## MEMBER SPOTLIGHT



Name: Maria Linzay  
 Employer: City of Upland, Public Works  
 Title: Senior Administrative Assistant  
 Years: 10.5

**What do you enjoy most about being an administrative professional?**

What I enjoy most about being an Administrative Professional is that we are usually in the middle of most activities that occur in the office, we are usually very busy and our profession can go anywhere. Our skills can take us in many different directions, as needed, especially with the changing economy.

**How did you hear of IAAP?**

I heard about IAAP through Gloria Rivera, Cucamonga Valley Water District in May, 2008. Until then, I did not know it existed . . . Thank you, Gloria !

**Any hobbies or interests?**

While working full time, I really don't have any real "hobbies." But I can say, I enjoy spending any spare time I have with our three grandchildren.



# "Stardom Through Life Long Learning"

**BY JOAN BURGE, FOUNDER AND CEO, OFFICE DYNAMICS**

Got a minute? Take a look around your office—or any workplace supported by assistants, for that matter—and see if you can spot the two main types of administrative professionals working today. I bet you'll find that, by and large, they fall into these camps: those who value continuous learning and demonstrate administrative excellence consistently, thereby advancing their careers, and those who say, and I quote, "I've been doing this job so long, you can't teach me anything new."

Since you're reading *OfficePro* and you're very likely a member of the IAAP, we already know what camp you're in. Good for you! As for assistants in the second group, they're courting what I call "career death" and job insecurity: fewer opportunities to advance, increased risks of being downsized out of a job, or worse—outright dismissal for failing to stay up to date in this fast-changing profession.

**Keeping your edge**

Let's face it: With more than 4.1 million administrative professionals in the United States alone (and easily twice that in related administrative support roles), there's just too much competition for good help! So, unless you're a "star" in this profession — and not just a star, but someone striving to be a "supernova," outshining all the rest— you can't expect job security, let alone career advancement.

*Lifelong learning makes the difference.* More than 20 years of research shows me that, without a doubt, educated assistants are more valuable to employers, more capable of handling multiple challenges and emerging job expectations, and even better equipped to adapt to the fast-paced business world. What's more, they usually earn greater professional rewards and enjoy higher job satisfaction. And who among us doesn't want that? To help keep your professional edge

and be your very best, here are my top 4 ways to advance your administrative career through continuous education.

**Everyday learning**

If you had a dime for each time you've heard the advice to "stay informed by reading everything that crosses your desk," you'd have a tidy sum of cash in your pocket. In this profession, we hear that a lot! But reading matters less than *digesting* what you've reviewed so you can actually use it someday. Not everything is worth a "full read"; sometimes scanning is enough to glean the gems of knowledge you need.

Remember: Comprehension is the essence of self-education, where true lifelong learning happens. Spend a few minutes today writing down all the learning tools at your disposal, as well as specific resources you believe will help boost your skills, productivity and effectiveness (i.e., books, periodicals, industry-related publications, corporate policies, department memos, your

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Please visit us on the web at [www.cucamongavalleyiaap.com](http://www.cucamongavalleyiaap.com)

## 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 Evette Navarro at 909-987-2591, or email her at [evetten@cvwdwater.com](mailto:evetten@cvwdwater.com)



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manager's in-box, etc.). This is, perhaps, the first and best way to pursue learning. You can do it on your own, at your own pace, and every day!

### Partnering for success

Learning is easier when you've recruited a friend— or, at least, an ally in your continuing success. And that's where a mentor, or a "success partner," comes in. A true mentor doesn't have to be someone who's advanced to a position you someday hope to attain. It can be a colleague gifted with a particular skill you want to acquire.

Here's the best way to mentor for lifelong learning: Ask yourself, "Who do I admire for the way he or she handles (fill in the blank)?" Approach that person to see if you can "check in" from time to time and learn on a one-on-one basis. Then, as you achieve your goals, identify new ones—and find new mentors! True, everyone's busy these days. But you'll find that most people are flattered—and they're almost always willing to help. Be a mentor to others, too. You often learn as much from the process as the person you're guiding!

### Formal training

Of course, true lifelong learning usually involves a commitment to pursuing formal training—whether it's higher education (like a college degree) or any number of professional seminars and courses available to assistants these days. Training is different than the previous two lifelong-learning techniques, largely because it involves reviewing a large amount of information in a condensed timeframe and a trainer, who is

## 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](mailto:idam@cvwdwater.com) or [bonniet@cvwdwater.com](mailto:bonniet@cvwdwater.com)
- January 28th @ 6pm—CVIAAP Meeting—**Tentatively scheduled** Joanne Simmons, PhD. Will speak about STRESS. Stress in our home, workplace, or relationships and how best to cope with our stress for a healthier spirit and body.
- February 25th @ 6pm— CVIAAP Meeting— Pendaflex—Learn everything you ever wanted to know about organizing your files using the Pendaflex Filing Systems and products .
- March 25th @ 6pm—CVIAAP Meeting—Jo A. Dela Penna, motivational speaker will be speaking about ways to get ourselves and others motivated to get the job done!
- April 22nd @ 6pm—CVIAAP Meeting—Administrative Professionals Day at Barbara's Victorian Tea House with guest speaker, Matt Jones.
- May 27th @ 6pm—CVIAAP Meeting—Impact Meeting and Board Nominations, with guest speaker, Susan Silver, positively organized!

often a "subject expert" qualified to share new ideas you might not otherwise hear. Some employers offer free training; there's even training available online for software proficiency and the like.

When it comes to administrative professional training, use the following criteria to help make the best investment in yourself: Who is speaking? What qualifies them to speak on the subjects covered? If they are going to speak on how to thrive in the administrative profession, do they understand the career itself? Did they work for any length of time as an assistant? What is the value of the program? In other words, what are you getting for your money? The quality of the materials? Any extra events, such as a reception or dinner? What meals are included? Of course, content is always most important! But when you are comparing training opportunities and can only attend one, you'll want to consider all the options to maximize your educational experience.

### Pursuit of excellence

During my 36 years working in this profession, I've learned that the best assistants have one thing in common: They realize the journey of excellence never ends—and that lifelong learning is key to career success! There's always something new to learn, a better way of doing something, a smarter or faster way to work. And they take joy in exploring the many avenues available to becoming the best they can be.

Here's one proven idea that can help you do the same: *Find a little "quiet time"* away from the hustle and bustle of your professional and

personal lives. Next, take a 360-degree view of your world and where you fit in it (the people you support or interact with, clients, family, friends, etc.), while also keeping an eye on where you want to go. This is very important, because if you don't have goals, you certainly can't reach them! Identify your areas of strength and improvement.

Celebrate your strengths, of course! Then, focus on the skills, talents, abilities and information you want to bolster for greater success. *What do you need and want to learn?* Pick one area. Now, how can you accomplish that, using the other three techniques we explored? Schedule a brainstorming session with yourself. Chart a course of action. Follow through. Repeat! This is the lifelong-learning step I love most: a commitment to embrace knowledge in every aspect of our lives. Do this, and you cannot fail to achieve your dreams of administrative stardom and professional success!

### About the author:

**Joan Burge** is one of North America's foremost authorities on workplace excellence and administrative effectiveness, and the CEO and founder of Office Dynamics— a premier training and development provider since 1990 and a proud "Silver Sponsor" of the IAAP. Her programs and "Star Performance" philosophy have been embraced and endorsed by some of the world's leading businesses and organizations. Learn more at [OfficeDynamics.com](http://OfficeDynamics.com), or call 800-STAR-139.