

**CUCAMONGA
VALLEY
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IAAP
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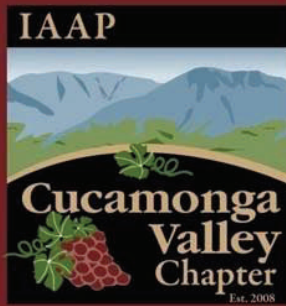
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JULY 2009

Cucamonga Valley Chapter IAAP

Cucamonga Valley Chapter IAAP 2009/2010 Board Installation and guest speaker, Susan Silver of “Positively Organized”

June 24th marked the Installation of the Cucamonga Valley Chapter IAAP Board for 2009/2010. We congratulate all the board members and we know we will have a fantastic second year.

The Board Members for 2009/2010 are left to right: Donna Kendrena, Vice President; Taya Victorino, Correspondence Secretary; Bonnie Tazza, CPS/CAP-Recording Secretary; Ida Martinez, CPS-President; and Melissa Morales, Treasurer.



The members were installed and

called to order by Crystal Schultze from the Victor Valley Chapter of IAAP. We thank all the members from Victor Valley who attended our meeting and helped with the installation.

Our President, Ida Martinez, gave Donna Kendrena a special award. She received a beautiful watch and a certificate from the California Division IAAP for recruiting the most IAAP members for 2008/2009. Congratulations, Donna.



Our guest speaker, Susan Silver, gave us tips on being organized. The best part of her talk was when Susan asked us to share and network amongst the people at our tables to questions she gave us. We learned a lot about what others do to help themselves be more organized. Susan also gave us the opportunity to purchase two of her books for a discounted price during the evening. Thank you, Susan.



Empower Yourself To Achieve Your Goals! Rochelle Cowper, MAOL, CEC, guest speaker for our July 22nd meeting

Rochelle Cowper is a Certified Professional Coach. She believes we all have the ability to create the life we want and is passionate about sharing her gifts, talents, and skills to help others flourish. She has developed programs and techniques to move her clients toward bringing about sustainable change in their lives. She conducts seminars and speaks on various subjects to challenge, motivate and inspire others to be the best they can be.

She holds a Master of Arts degree in Organizational Leadership from Azusa Pacific University and is a graduate of iPec (Institute for Professional Excellence in Coaching). She recently completed an intense training curriculum required to become a

Certified Core Energy Coach.

She donates her time to Heavenly Treasures an organization that assists people in developing countries to break the cycle of poverty through their handiwork and creativity and Stepping Stones for Women where formerly homeless mothers find a safe, nurturing environment where they learn the skills to make a complete life change.

She and her husband Jon live in Covina, CA and are excitedly awaiting the birth of their first grandchild. On the weekends you can find them relaxing in their Palm Springs home away from home. Rochelle enjoys crocheting, jigsaw puzzles, reading, and most importantly hanging out

with her valued friends and spending time with her children and their spouses.



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

WOW! Word of the Week—Susan Clarke

WOW Word Of the Week #50

Rapport—relation characterized by harmony, conformity, accord or affinity.

How long does it take you to decide if you like someone or not?

People like others who are like themselves! Think about your friends, your favorite customers, clients, members or guests. What do they have in common?

When you are truly, deeply connected you establish a rapport. You're seeing things the way the other person does. You are

hearing things as they sound to them. You are sensing, feeling, and responding to a situation as they would. It's a relationship in which both people have found a balance, harmony, and accord.

I believe our deepest rapport comes from love. Think about it. When you're in the "Velcro Stage" (unable to pull yourselves apart) you are totally connected with that person. As time and space begin to influence your relationship and you start to find fault and/or the intensity of the relationship starts to diminish, remember to, "Cherish the

Velcro!"

This week spend time reconnecting, or if you're so lucky, staying fully connected with all those people (your significant other, parents, children, customers, guests, clients, members, etc) in your life. Focus on keeping the intensity up and establishing rapport.

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



Community Outreach Project

Thank you for the wonderful baskets and items that you brought to our June meeting for our Community Outreach Project, House of Ruth. We know all the recipients greatly appreciate your generosity.

Every year, over 300 women and children stay in the House of Ruth's emergency shelter. Domestic fact: boys who witness their father's violence are 10 times more likely to engage in spousal abuse in later adulthood than boys from non-violent households.

If you would like to help or contribute more, please go to www.houseofruth.org or call the local chapter at 909-623-4364. Thank you.



Ethics Codes Don't Make People Ethical, by guest speaker Don Mullinax, CFE, CIA, CGFM, GAP, CIG, CBM ~ August 26, 2009

Please join us for our August 26th meeting with guest speaker, Don Mullinax from Forensic/Strategic Solutions, PC. Don will be speaking to us about ethics in the workplace. Here is a brief summary of the company:

Forensic/Strategic Solutions, PC was founded in 1992 and previously operated under the name Summerford Accountancy, PC. Since that time, Forensic/Strategic Solutions has expanded its client base to a national scale and has performed engagements for a vast array of clients across numerous industries. Forensic/Strategic Solutions has achieved outstanding results for our clients by assigning knowledgeable, highly qualified professionals to every case, matter, or task. Our teams of pro-

fessionals have diversified backgrounds and unique knowledge across a number of industries, which allow us to analyze and report on even the most complex business issues in a clear, concise manner. Forensic/Strategic Solutions' continuing goal is to exceed our client's expectations in every case or matter while providing an unmatched commitment to excellent client service.

Forensic/Strategic Solutions, PC, with offices in Birmingham, Dallas, and Los Angeles, specializes in:

- Fraud examinations
- Forensic investigations
- Computer forensics
- Data analysis
- Fraud risk assessment & Prevention



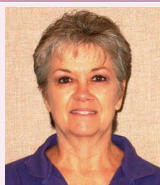
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Office Technology Time Line

- 1870s**
Telephone, Typewriter, Carbon Paper
- 1880s**
Comptometer calculating machine
Mimeograph machine, Cash register
Adding machine, Pneumatic tubes
- 1890s**
Dictating and stenographic machines
- 1900s**
Loose-leaf ledger sheets, Multigraph
Two color typewriter ribbon, Addressograph
- 1910s**
Power statistical accounting machines, Bookkeeping and billing machines, (combinations of typewriter and computing machines).
- 1920s**
Adding/Subtracting calculation machine, Ditto machines (gelatin duplicating)
- 1930s**
Bank check sorting/proofing machines, Dial telephones, Electric typewriters (earliest versions), Machine accounting systems (central records control, payroll)

- 1940s**
Mechanical listing printing calculators
Punched card systems (payroll)
Dictaphone/stenographic machines with plastic belts
- 1950s**
Electronic digital computers (transistors), Electronic digital computers (vacuum tubes), Data processing - paper and tape cards, Xerographic duplication, Data processing - telewriters, Data processing - computypers
- 1960s**
Magnetic tape "selectric" typewriters
Microchip computers, Magnetic tape (replacing punched cards)
Magnetic ink character recognition
- 1970s**
Microcomputers, Optical scanning and recognition equipment, Video display terminals for data/text editing
Facsimile transmission, Electronic (solid state) calculating machines
- 1980s**
Local area networks, integrated systems, Non-impact printers, Software packages for microcomputers
- 1990s**
PCs, E-mail, Internet
- 2000 and beyond**
Wireless networks, Voice recognition
Electronic document collaboration

MEMBER SPOTLIGHT



Name: Cherise Kuzminski
Employer: City of Rancho Cucamonga
Title: Administrative Secretary
Years: 2 years as Admin. Secretary

What do you most enjoy about being an administrative professional?

Throughout the course of my working life, as an Administrative Professional, I have approximately 20 years of experience. I currently work for the City of Rancho Cucamonga in the City Manager's Office. I have worked for the City for the past 8 years, moving through the ranks from Office Specialist I to my current position as Administrative Secretary, which I have held for the past 2 years. I love this field because there are so many opportunities; you can go anywhere! It is rewarding to know that we as a support system are a vital component in the success of our employer.

How did you hear of IAAP?

I had heard of IAAP through Donna Kendrena, Executive Assistant for the City of Rancho Cucamonga and one of my co-workers. She was really excited about IAAP and had invited me to attend a Citrus Valley Chapter meeting as the Cucamonga Valley Chapter was not in existence as yet, but that night, Ida, Donna, Bonnie and Gloria had a planning session right there in the car, and the idea for a Cucamonga Valley Chapter was born! Thanks for inviting me, Donna!

Any hobbies or interests?

My favorite things to do are camping, fishing and hiking! I love the outdoors; there is so much beauty out there if we just take the time out of our busy schedule to take a breath and look around. I have two beautiful grandchildren who I adore; Melanie age 9 and Ashley age 4. We have so much fun together! I also like to curl up with a good book.

Decision Making Tips

Just as people are different, so are their styles of decision making. Each person is a result of all of the decisions made in their life to date. Recognizing this, here are some tips to enhance your decision making batting average.

- Do not make decisions that are not yours to make.
- When making a decision you are simply choosing from among alternatives. You are not making a choice between right and wrong.
- Avoid snap decisions. Move fast on the reversible ones and slowly on the non-reversible.
- Choosing the right alternative at the wrong time is not any better than the wrong alternative at the right time, so make the decision while you still have time.
- Do your decision making on paper. Make notes and keep your ideas visible so you can consider all the relevant information in making this decision.
- Be sure to choose based on what is right, not who is right.
- Write down the pros and cons of a line of action. It clarifies your thinking and makes for a better decision.
- Make decisions as you go along. Do not let them accumulate. A backlog of many little decisions could be harder to deal with than one big and complex decision.
- Consider those affected by your decision. Whenever feasible, get them involved to increase their commitment.
- Recognize that you cannot know with 100% certainty that your decision is correct because the actions to implement it are to take place in the future. So make it and don't worry about it.
- Use the O. A. R. approach in decision making. Look at O, Objectives you are seeking to attain, A, the Alternatives you sense are available to you and R, the risk of the alternative you are considering.
- It has been said that a decision should always be made at the lowest possible level and as close to the scene of action as possible. However, a decision should always be made at a level insuring that all activities and objectives affected are fully considered. The first rule tells us how far down a decision should be made. The second how far down it can be made.
- Remember that not making a decision is a decision not to take action.
- To be effective a manager must have the luxury of having the right to be wrong.
- Trust yourself to make a decision and then to be able to field the consequences appropriately.
- Don't waste your time making decisions that do not have to be made.
- Determine alternative courses of action before gathering data.
- Before implementing what appears to be the best choice, assess the risk by asking "What can I think of that might go wrong with this alternative?"
- Many decisions you make are unimportant-about 80% of them. Establish operating limits and let your secretary or others make them for you.
- Consider making the decision yourself in lieu of a group, but recognize the potential

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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



Most 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 on the 4th Wednesday of every month at 6pm. We hold our meetings at Dave & Buster's Restaurant on the east side of Ontario Mills at 4821 Mills Circle, Ontario
- 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.
- July 22nd @ 6pm—CVIAAP—Rochelle Cowper, MOAL, Life Potentials Practitioner. Motivational and empowerment speaker.
- August 26th @ 6pm—CVIAAP—Don Mullinax, CFE, CIA, CGFM, CGAP, CIG, CBM, will be here to speak to us about ethics, with the topic "Ethics Codes Don't Make People Ethical."
- September 23rd @ 6pm—CVIAAP—KL Moore, MBA. "Get Paid Like The Boys, But Look Like a Woman" dressing for success guidelines.
- October 28th @ 6pm—CVIAAP—Sheri Rojo, Chief Financial Officer for Chino Basin Water Master, will speak to us about finances.
- November 2009—2nd Annual Craft and Vendor Fair—November is our Craft and Vendor Fair location to be announced at a later date.
- December—Our special Holiday Social will be announced at a later date.

(Continued from page 3)

for less commitment by those affected.

- As part of your decision making process, always consider how the decision is to be implemented.
- As soon as you are aware that a decision will have to be made on a specific situation, review the facts at hand then set it aside. Let this incubate in your subconscious mind until it is time to finally make the decision.
- Once the decision has been made, don't look back. Be aware of how it is currently affecting you and focus on your next move. Never regret a decision. It was the right thing to do at the time. Now focus on what is right at this time.
- Mentally rehearse implementation of your choice and reflect in your imagination what outcomes will result.
- Brainstorming alternative solutions with your staff or others will gain fresh ideas and commitment.
- Discontinue prolonged deliberation about your decision. Make it and carry it through.
- Once you have made the decision and have started what you are going to do, put the "what ifs" aside and do it with commitment.

6 Steps to Better Decision Making

Decision making is a key role for any manager or leader. Surprisingly, many people struggle when

it comes to making decisions. This might be due to:

- Fear of failure
- Lack of a structured approach
- Procrastinating
- Lack of clarity

Whatever the barriers, there are 6 steps that you can follow when making any decision:

1. Problem Definition

Before you can start to make any decisions, you need to be absolutely clear the problem you are trying to reach a decision on. One simple technique is just to write out in a sentence what the problem is that you need to make a decision on.

2. Assess the implications

All decisions have implications. If it is a decision at work, it has implications for you, your peers, your team and your superiors. Depending on the decision (e.g. a promotion at work), it may even have implications for your family, especially if it involves relocation.

3. Explore different perspectives

Perspectives are simply different lenses through which you look at the problem. By exploring different perspectives you start to get a feel for those that you are most attracted to.

4. Get clear on your ideal outcome

When you are faced with a big decision, it is easy to get lost in the detail and circumstances. An alternative is to get clear on your ideal outcome and use this ideal outcome to inform your choices. Imagine you aspire to be a CFO of a Top 100 company. By having clarity on your outcome, you can make choices on promotions and experience linked to this ideal outcome.

5. Weigh up pros and cons

Another way of looking at a decision is to consider the advantages and disadvantages of each of the options open to you. Simply listing the advantages and disadvantages of each option is a powerful way of moving forward on decisions.

6. Decide and act

Once you have gone through the previous 5 steps, commit to a choice or course of action and start to make it happen. To avoid procrastination, give yourself permission to be okay with any failings that might arise.

At the end of the day, there is no magic formula for decision making. Following some simple steps and acting can however move you into the realm of effective decision maker.

IMPORTANT INFO FROM OUR MEMBERSHIP CHAIR—VALERIE VICTORINO!

Please make sure that you keep your information current with our Membership Chair, Valerie Victorino! We will be publishing a Member's Directory soon, so make sure you have completed your membership application, Valerie has all of your current information, and Debbie has taken a current picture of you! Smile pretty!

