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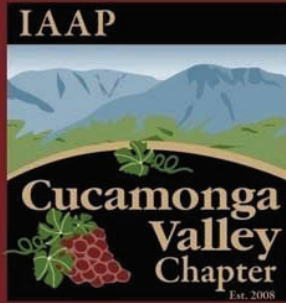
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VOLUME 2 ISSUE 1

Cucamonga Valley Chapter IAAP

JUNE 2009

Cucamonga Valley Chapter IAAP Impact Meeting, Board Elections, and guest speaker, Robert DeLoach

May 27th was our Impact Meeting, Board Elections, and Robert DeLoach, CEO of Cucamonga Valley Water District, our guest speaker.

Our Impact Meeting was a wonderful success thanks to all of you who attended. We had more guests than we had members, and we hope you all enjoyed your time with us and will join our chapter. Thank you all.

Robert DeLoach spoke to us about what your boss expects from you. He gave us 5 perspectives of what an administrative professional should know:

1. Know your craft:

- Know your job and perfect it.
- Master your job in every area.
- Be the best you can be.
- If you don't know an answer, find it
- Take care of your health, spiritually, mentally, and physically

2. Know your boss & know your role:

- Take time to know your boss
- You should know each other
- Maybe schedule some personal time together (go out to lunch) away from the office.
- Understand how people view you.
- Understand just how important you are to your boss and your organization.

3. Know your bosses' job:

- You knowing your bosses' job because people know you know it and will treat you accordingly in asking you the same questions they would ask the boss.
- Know what makes your boss tick.
- Know who your boss works for.
- The better you are the better "it" works (your relationship

with your boss)

- Know there will be times when you need to do their job.
 - Know your company's mission and vision
 - Do not be afraid of making mistakes. It can be freeing!
- 4. Don't be afraid to flex your muscle:**
- Do things to make your boss look good.
 - Have tact and good communication skills.
 - Know that you are probably the only person who can interrupt the boss and get away with it, and people know that.
 - Move from where you are and expand your skills (attending this meeting is one step)
 - Notice when your boss has too much on their desk and ask if you can help take care of some of the items.
 - Help, help, and help some more.

5. You:

- You are the uniqueness of who you are.
- You bring you into the front door every single day.
- You can influence the entire office positively or negatively—your choice.
- Use your own creativity in your job—it's ok!

Thank you, Robert. Your talk has given us a lot of insight into our positions as secretaries and administrative assistants.

I would like to thank Sheri Lynn Molino for the use of her notes for this article. Great job taking notes, Sheri!

By unanimous vote, we welcome our new Correspondence Secretary, Taya Victorino, Cucamonga Valley Water District. Welcome, Taya, and we know you will do an awesome job!

Picture of our Board Members:
Left to right: Melissa Morales, Treasurer, Ida Martinez, CPS, President, Taya Victorino, Correspondence Secretary, Donna Kendrena, Vice President, Bonnie Tazza, CPS/CAP, Recording Secretary



Pictured below, our extended board and special guests. L to R: Gloria Rivera, Debbie Cabana, CPS/CAP, Valerie Victorino, Melissa Morales, Donna Kendrena, Ida Martinez, CPS, Barbara Murphy, President CA Division, Ellen Schultz, Recording Secretary, CA Division, Bonnie Tazza, CPS/CAP, Taya Victorino



WOW! Word of the Week—Susan Clarke

WOW Word Of the Week #50

Optimism—the best possible or conceivable condition.

Do you generally feel optimistic about your life? Do you see failure as just a set back or a road block that you have to get around?

Dr. Martin Seligman, the author of "Learned Optimism," says "Success comes down to a combination of reasonable talent with the ability to keep going in the face of defeat."

For his research Dr. Seligman chose Met Life insurance salesmen since they must constantly rebound from getting the door slammed in their face. He discovered that in the first two years on the job, salesmen who scored high for optimism sold 37% more than their pessimistic brethren.

Then he tried another experiment: Applicants who were optimists but who failed to meet Met Life's other standard test criteria were hired anyway. This group outsold its pessimistic counterparts by 21% in the first year and by 57% the next.

This week focus on being more optimistic. Look at everything as an opportunity, even though it may seem negative at the time. What would you have to do, and how would it make you feel, to have the best possible or conceivable condition?



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

June 24, 2009—Susan Silver Positively Organized!

Please join us for our June 24th meeting with guest speaker, Susan Silver.

Susan Silver is the recognized organizing expert and bestselling author of the award-winning bible of organization, *ORGANIZED TO BE YOUR BEST! Transforming How You Work* (5th edition, 2006). This popular, best-selling business book has more than one-quarter million copies in print.

Susan is also coauthor of the acclaimed book *TEACH YOUR COMPUTER TO*

DANCE: Make Your Computer, Mobile Devices and the Internet Perform for You (2006).

A knowledgeable, entertaining, and hands-on training and coaching professional, Susan consults and speaks on better ways of working and communicating. And as an award-winning business author, writer, and editor with 20 awards to her credit as well as an English instructor at the American Language Center of UCLA (University of California, Los Angeles), Susan provides outstanding editorial consulting

services and writing programs.



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

Congratulations to the Graduates of 2009!



MEMBER SPOTLIGHT



Name: Adriana Vega
Employer: Cucamonga Valley Water
Title: Administrative Assistant
Years: 4

What do you most enjoy about being an administrative professional?

For many years I worked in customer service, so when the opportunity for the Administrative Assistant position was posted at Cucamonga Valley Water District, I knew I had to challenge myself with something new. I currently support three Managers and three departments: Accounting, Human Resources, and Risk Management. Needless to say I am super busy, and the best part of it all is keeping up with all the demands for each team on a daily basis and learning to manage my time. I have been working for CVWD for 4 years and have held this administrative assistant position for two Years.

How did you hear of IAAP?

I have been very fortunate to have been trained in this position by our IAAP President Ida Martinez who also introduced and encouraged me to join IAAP, which has been very beneficial in my career. I look forward to coming in to work every day knowing I have a rewarding and challenging position with the District and always do my very best to have a positive and professional attitude, which is I believe the key to anyone's success.

Any hobbies or interests?

My husband Chris and I have been married for 3 years and I have a lovely 14 year old Stepdaughter Samantha. As for my hobbies I would love to be able to travel a little bit more, I enjoy gardening and I have a passion for Interior Decorating.

Basic Guidelines to Problem Solving and Decision Making

Written by Carter McNamara, MBA, PhD, Authenticity Consulting, LLC. Copyright 1997-2008. Adapted from the Field Guide to Leadership and Supervision

Much of what managers and supervisors do is solve problems and make decisions. New managers and supervisors, in particular, often solve problems and make decisions by reacting to them. They are "under the gun", stressed and very short for time. Consequently, when they encounter a new problem or decision they must make, they react with a decision that seemed to work before. It's easy with this approach to get stuck in a circle of solving the same problem over and over again. Therefore, as a new manager or supervisor, get used to an organized approach to problem solving and decision making. Not all problems can be solved and decisions made by the following, rather rational approach. However, the following basic guidelines will get you started. Don't be intimidated by the length of the list of guidelines. After you've practiced them a few times, they'll become second nature to you -- enough that you can deepen and enrich them to suit your own needs and nature.

(Note that it might be more your nature to view a "problem" as an "opportunity". Therefore, you might substitute "problem" for "opportunity" in the following guidelines.)

1. Define the problem

Defining the problem: (with input from yourself and others)

Ask yourself and others, the following questions:

- What can you see that causes you to think there's a problem?
- Where is it happening?
- How is it happening?
- When is it happening?
- With whom is it happening? (HINT: Don't jump to "Who is causing the problem?" When we're stressed, blaming is often one of our first reactions. To be an effective manager, you need to address issues more than people.)
- Why is it happening?
- Write down a five-sentence description of the problem in terms of "The following should be happening, but isn't ..." or "The following is happening and shouldn't be: ..." As much as possible, be specific in your description, including what is happening, where, how, with whom and why. (It may be helpful at this point to use a variety of research methods.

Defining complex problems:

- If the problem still seems overwhelming, break it down by repeating steps a-f until you have descriptions of several related problems.

Verifying your understanding of the problems:

- It helps a great deal to verify your problem analysis for conferring with a peer or someone else.

Prioritize the problems:

- If you discover that you are looking at several related problems, then prioritize which ones you should address first.
- Note the difference between "important" and "urgent" problems. Often, what we consider to be important problems to consider are really just urgent problems. Important problems deserve more attention. For example, if you're continually answering "urgent" phone calls, then you've probably got a more "important" problem and that's to design a system that screens and prioritizes your phone calls.

Understand your role in the problem:

- Your role in the problem can greatly influence how you perceive the role of others. For example, if you're very stressed out, it'll probably look like others are, too, or, you may resort too quickly to blaming and reprimanding others. Or, if you feel very guilty about your role in the problem, you may ignore the accountabilities of others.

2. Look for potential causes for the problem

- It's amazing how much you don't know about what you don't know. Therefore, in this phase, it's critical to get input from other people who notice the problem and who are affected by it.
- It's often useful to collect input from other individuals one at a time (at least at first).

(Continued on page 4)

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. 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.
- 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 2009—2nd Annual Craft and Vendor Fair—November is our Craft and Vendor Fair location to be announced at a later date.
- December—Holiday Social



(Continued from page 3)

Otherwise, people tend to be inhibited about offering their impressions of the real cause of the problem.

- c. Write down what your opinions and what you've heard from others.
- d. Regarding what you think might be performance problems associated with an employee, it's often useful to seek advice from a peer or your supervisor in order to verify your impression of the problem.
- e. Write down a description of the cause of the problem and in terms of what is happening, where, when, how, with whom and why

3. Identify alternatives for approaches to resolve the problem

- a. At this point, it's useful to keep others involved (unless you're facing a personal and/or employee performance problem). Brainstorm for solutions to the problem. Very simply put, brainstorming is collecting as many ideas as possible then screening them to find the best idea. It's critical when collecting the ideas to not pass any judgment on the ideas -- just write them down as you hear them. (A wonderful set of skills used to identify the underlying cause of issues is Systems Thinking.)

4. Select an approach to solve the problem

When selecting the best approach, consider:

- a. Which approach is the most likely to solve the problem for the long term?
- b. Which approach is the most realistic to accomplish for now? Do you have the resources? Are they affordable? Do you have enough time to implement the approach?
- c. What is the extent of risk associated with each alternative?

(The nature of this step, in particular, in the problem solving process is why problem solving and decision making are highly integrated.)

5. Plan the implementation of the best alternative—this is your action plan.

- a. Carefully consider "What will the situation look like when the problem is solved?"
- b. What steps should be taken to implement the best alternative to solving the problem? What systems or processes should be changed in your organization, for example, a new policy or procedure? Don't resort to solutions where someone is "just going to try harder."
- c. How will you know if the steps are being followed or not? (these are your indicators of the success of your plan)
- d. What resources will you need in terms of people, money and facilities?
- e. How much time will you need to implement the solution? Write a schedule that includes the start and stop times, and when you expect to see certain indicators of success.
- f. Who will primarily be responsible for ensuring implementation of the plan?
- g. Write down the answers to the above questions and consider this as your action plan.
- h. Communicate the plan to those who will be involved in implementing it and, at least, to your immediate supervisor.

(An important aspect of this step in the problem-solving process is continual observation and feedback.)

6. Monitor implementation of the plan

Monitor the indicators of success:

- a. Are you seeing what you would expect from the indicators?
- b. Will the plan be done according to schedule?

- c. If the plan is not being followed as expected, then consider: Was the plan realistic? Are there sufficient resources to accomplish the plan on schedule? Should more priority be placed on various aspects of the plan? Should the plan be changed?

7. Verify if the problem has been resolved or not

One of the best ways to verify if a problem has been solved or not is to resume normal operations in the organization. Still, you should consider:

- a. What changes should be made to avoid this type of problem in the future? Consider changes to policies and procedures, training, etc.
- b. Lastly, consider "What did you learn from this problem solving?" Consider new knowledge, understanding and/or skills
- c. Consider writing a brief memo that highlights the success of the problem solving effort, and what you learned as a result. Share it with your supervisor, peers and subordinates

Decisions, decisions, decisions!

