

**CUCAMONGA VALLEY
CHAPTER IAAP**

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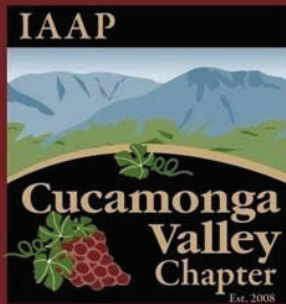
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VOLUME 1 ISSUE 2

JUNE 2008

Cucamonga Valley Chapter IAAP



President's Message

Hello
Members and
Colleagues,

WOW! It has finally come to fruition, our very own Cucamonga Valley Chapter right here in our own backyard! This day has been a long time vision of many of the acting board members and it is so exciting to see how many Administrative Professionals showed up to our informational meeting to find out what IAAP has to offer.

An organization such as IAAP in this area surely proved to be needed. So many of us have the desire to really be the best at what we do, and IAAP is exactly the organization to get us there.

I would like to give a big heart-

felt thanks to all those who attended our May 29th meeting because without you, none of this would be possible. Also, a huge thanks to the acting board members for all their hard work.

There were many brainstorming sessions spent over lunches in the last 6 months and a lot of decisions being made to help launch our new chapter, but nothing compares to the wonderful relationships that developed over this time. I am sure that many of our members will find this to be true as we network and spend time together and know that we are all just a call away to getting help with some sort of professional need to help us in our careers. We are all

unique individuals with our own special talents and we all offer much more than we know. We are leaders in what we do, so believe in yourself and begin with a single step to become the leader you want and deserve to be in your career with IAAP.

I look forward to seeing you at our first official meeting June 25th and please remember to spread the word to other administrative professionals about IAAP.

Ida

The only things that stand between a person and what they want in life are the will to try it and the faith to believe it's possible. Rich DeVos

Kevin McArdle - Director of Community Services -Steps to Success

Kevin has been with the City of Rancho Cucamonga for the past decade. While serving as Director of the Community Services Department a few of his accomplishments include serving as Project Manager for the acclaimed Victoria Gardens Cultural Center Project including the Lewis Family Playhouse and the Central Park Phase I Project including the construction of the Goldy S. Lewis Community Center and James L. Brulte Senior Center. He is at the helm once again with another exciting project - development of Central Park Phase II to include a Family Aquatics Center.

Kevin earned his Bachelor of Science Degree in Public Administra-

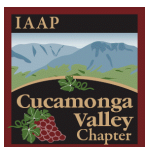
tion from the University of California and has been active with professional associations including the California Park and Recreation Society (CPRS), National Recreation and Park Association (NRPA) and League of California Cities. Kevin's involvement in the Southern California Municipal Athletic Federation (SCMAF) includes serving on its Board of Directors and also as President 1989.

Prior to coming to Rancho Cucamonga, Kevin worked for the City of Cerritos where he was instrumental in numerous public projects including the Cerritos Center for Performing Arts. Kevin has

also worked for the Cities of Buena Park and Pico Rivera.

Kevin brings with him many years of experience regarding what it takes to progress in one's profession including building relationships with staff and co-workers; participating in professional organizations and learning the secrets to successful career advancement.





WOW! Word of the Week—Susan Clarke

WOW - Word Of the Week #59

Diligent -- a steady, earnest, attentive, and energetic effort.

Can you remember the last time you were diligent about something? Was it with regard to work or was it with regard to a hobby or sport?

I love to play golf, however, if I am not diligent about practicing and playing, I don't play very well. I have to set aside time for lessons and play at least once a week to see improvement.

There are a number of reasons why I

don't make that happen. The biggest one is the time commitment! A round of golf takes four to five hours, the way I play. I have also lost a couple of my golf buddies, as they've moved out of the area. It always helps when I have someone who calls me to play.



My niece Mary, the marathoner, says, "I see diligent as being aggressively consistent and sometimes pushing yourself outside of your comfort zone. I

see being diligent as following through and staying focused on a specific goal or plan of action."

I especially like the words attentive and energetic. When we put our attention on, and feel energetic about a project, it's more enjoyable and fun.

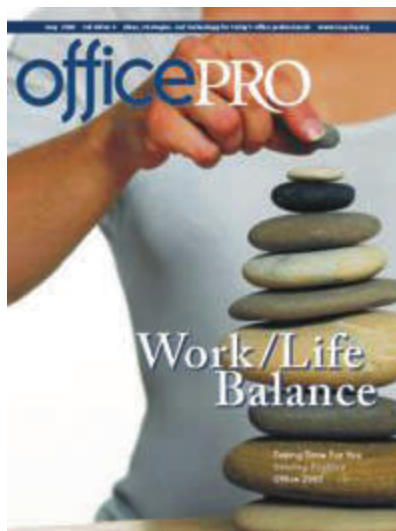
This week focus on those areas in your life that you are diligent about. Are there other areas in your personal and/or professional life where you'd like to be more diligent? What would it take for you to be more energetic and more attentive in those areas? www.motivateu.com

OfficePro Monthly Magazine

One of the many benefits of joining IAAP is the opportunity to receive the monthly publication *OfficePro*.

OfficePro magazine was chosen for the Grand Award in the APEX 2003 Awards for Publication Excellence Competition. Of thousands of entries, only 100 received Grand Awards, the highest recognition the APEX judges

can present. Comment from one of the APEX judges: "Interesting, well-written, appealing articles, excellent, varied design -- every page is 'packed' but they pull it off exceptionally well. The layout and typography combine to impart a professional tone -- just the right touch for a high-quality magazine serving a professional audience."



When you join IAAP, you receive a free subscription to the monthly magazine, *OfficePro*. See an article from this month's issue on page 5.

May 29th: Our Introduction and Information Meeting was a success because of you! Many thanks to you!!

The Acting Board of the Cucamonga Valley Chapter IAAP would like to thank all those wonderful women who attended our very first Introduction and Information Meeting for our new chapter.

We met so many interesting women from diverse backgrounds and career positions. It was terrific! We could not have done it without all of you. We sincerely

hope you had a great time and that you will join our chapter so we can see you every month at our meetings.

Our goal is to provide you with networking opportunities with other administrative professionals, bring you interesting speakers that will help enrich your jobs, careers, your personal lives, and help you in your goal to become a CPS or CAP. We know we can work together to make our careers

more enjoyable and rewarding for years to come.

We look forward to seeing you at our monthly meeting and getting to know each of you personally.



Pictured left to right—Adriana Vega, Debbie Cabana, Bonnie Tazza, Donna Kendrena; seated left to right—Melissa Morales, Ida Martinez, Gloria Rivera. Not pictured is Evette Navarro

Meeting Schedule

- } June 25, 2008 - Susan Clarke, CPBA, CPVA.
Susan Clarke is a renowned guest motivational speaker. Come join us for a night of inspiration.
- } July 23, 2008 - Interested in reaching the top of your career goals? Please plan on joining us at our July 23rd chapter meeting to hear how City of Rancho Cucamonga Community Services Director Kevin McArdle accomplished his “Steps to Success” and how you can too!!
- } August 20, 2008 - Information Technology
- } September 24, 2008 - Going Green - Speakers TBA
- } October 22, 2008 - Identity Theft -given by RCPD
- } November date TBA
- } December – Holiday Social – date TBA

Creative Thinking

An elderly man, harassed by the taunts of the neighborhood children, devised a scheme. He offered to pay them a dollar each if they would return on Tuesday and yell their insults again.

The children did so eagerly and received the money. Then he told them he would pay only 25 cents on Wednesday.

When they returned, insulted him again and collected their quarters, he informed them that Thursday’s rate would be just a penny. “Forget it,” they said—and never taunted him again.

- Alfie Kohn in *The Boston Globe*



Going Green-Make a Difference!

Cutting water use inside your home is as simple as turning off your faucets.

The fact is, years of record dry conditions and the state’s fragile water supply and delivery system are affecting our supply.

Even rain won’t wash away the need for all of us to use less water.

But you can help. Try these easy tips and save water and money in your home.

1. Turn off the water when you brush your teeth. Save 3 gallons a

day.

2. Shorten your showers by one or two minutes and save up to 5 gallons.

3. Save 20 gallons a day for every leak you fix.

4. Save between 15 and 50 gallons each time by washing only full load of laundry and dishes.

5. Get rebates on water-saving devices like dual-flush toilets and high-efficiency clothes washers.

The City of Rancho Cucamonga has adopted a “Healthy City” and a “Green RC” in which they are taking steps to help

their employees become healthy in mind, body and spirit, as well as learning more about conserving our planet’s natural resources.

If your city or organization would like more information on these programs, you can visit “California Healthy Cities and Communities” at www.civicpartnerships.org, or “Our Green Cities” at <http://ourgreencities.com>.

You can make a difference in saving our planet for future generations.



bewaterwise.com
Metropolitan
Water District and
The Family of So Cal
Water Agencies

Cucamonga Valley Chapter IAAP Contact Information

If you have questions about membership applications, please contact Evette Navarro at 909-987-2591 or

evetten@cvwdwater.com

If you have any other questions relating to IAAP, joining the board or any of our committees, subcommittees, or would like to help us with fundraisers, etc., please contact us by telephone at:

909-987-2591—Ida Martinez or

909-477-2700—Donna Kendrena, or

email us at: idam@cvwdwater.com or

dkendrena@cityofrc.us

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 August 15th to qualify for the November 7th & 8th 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
- Wednesday, July 23, 2008-6:00pm to 7:30pm. Guest Speaker Kevin McArdle—Director of Community Services for the City of Rancho Cucamonga. See front page article for more information.
- October 4, 2008—32nd Annual IAAP Multi-Chapter Symposium at the Wyndham Anaheim Park Hotel, 222 W. Houston Ave., Fullerton. The Symposium will feature guest speakers, networking, exhibitor faire, and door prizes. For more info contact Sue Burk at 714-937-7400.

When Your Work/Life Balance Is Out Of Whack, Pay Attention!

“Sometimes it registers slowly, as though you’re a maple tree tapped for its syrup,” said psychologist Martha Beck in *O* magazine. “Sometimes you feel your energy being cannibalized in great, horrifying mouthfuls. Either way, drain-strain’s combination of exhaustion, aversion and resentment means you’re throwing your resources away. It’s bad.”

The diagnosis: Center of the Universe syndrome, an overwhelming sense that all responsibilities revolve around you and land on your shoulders. Symptoms include an all-the-time feeling of being bogged down with so many “must dos” that there’s no time for “want-to-dos.” The malady eats away at energy like a low-grade fever or a dull, achy pain.

Sometimes, it’s just another phase due to temporary pressures of the job, the career, a financial pinch, or family growing pains. Sometimes, the situation is chronic and calls for dramatic action. Other times, sadly, it is self-induced. Whatever the cause, Dr. Beck is right—it’s bad.

Pay attention. Symptoms are meaningful. When balance in the Work/Life Universe is out of whack, the damage goes

beyond business. It gets in the car and goes home with you, too.

Out to Lunch

Are you a desktop luncher who snatches a sandwich, a cup of soup, a bag of Doritos or a slice of pepperoni pizza and bolts it down while checking email? Some say the practice is unsanitary, unhealthy and unfriendly—and we all do it. The American Dietetic Association estimates that, these days, a whopping 75 percent of office workers eat lunch at their desks at least two or three times a week.

What’s so bad about that? Nutritionally, desktop diners share a tendency to go for the quick fix of junk food. (And do you really want your work space to smell like tuna fish?) A bigger question is whether or not something valuable is lost to the habit of eating alone at the desk, the computer as the chosen companion? Yes, according to Jordan Goodman, chairman of the department of physics at the University of Maryland.

“Tremendous creativity can be released when people solving common or related problems get together and schmooze,” Goodman told a researcher for the *Washington Post*.

Hungry For Relaxation

Though fewer and fewer take time out for lunch, stepping away from the desk for nourishment, relaxation and social interaction is an opportunity to reconnect with yourself or with others.

“Lunchtime is social time,” Ann Marie Sabath, author of the *Twelve Commandments of Cubicle Etiquette*, told Monster.com. Most administrative professionals are given one hour for lunch. Sure, that is a chance to catch up on e-mail or shop online, but consider this: one hour, five days a week, 52 weeks a year totals 260 waking hours. That’s almost a month of *free time*, free from stress, free from the workspace, free from demands. The hours add up like loose change. Spend them—guilt free—on rest or relaxation and help bring balance to the day.

On the average, most office workers spend upwards of \$5 a day on lunch and often spend \$10 or more for takeout. If you want to manage diet and control costs, brown bag it. But for the sake of renewal and rejuvenation, carry the bag with you and take yourself out to lunch

(continued on page 5)

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Are you a desktop diner? Should you be?

Reboot The Brain

We are masters of multi-tasking, aren't we? But multi-tasking almost always creates stress which means the brain tells the body to begin the rapid-fire release of the fight-or-flight hormone. The brain's stress response helps boost performance while under pressure, says Esther Sternberg, M.D., author of *The Balance Within*. But beware! Continual multi-tasking—flipping back and forth in the way we click on computer files—is taxing.

In today's high-wired world, we organize and act upon more bits of information than ever before, according to Edward M. Hallowell, M.D., director of the Massachusetts-based Hallowell Center for Emotional Health. "It is now as if we must sprint and no one can sprint very long," Dr. Hallowell says. "A person simply cannot maintain that level for eight hours every day. Not effectively." Unless we learn to stop and reboot the brain, we lose our edge, we get edgy or we mentally drop out of the race altogether.

The danger then is that busyness is replaced by boredom or apathy. The tonic is a regular dose of down time—those precious moments of rest, relaxation and laughter that should factor into a healthy relationship with work. Otherwise, the all-important equilibrium that keeps us physically and psychologically strong is compromised. So send yourself to the recycle bin. Even when crazy/busy—especially then—there are ways to counteract a non-stop clock and regain balance. Block out time for duties. But also make time for uninterrupted play. "As you do," Dr. Hallowell says, "you fall into the right rhythm for your day, your week, your month, your season."

If chronic work overload causes an out-of-whack Work/Life Universe, that's another issue. But, seriously, let's ask a simple question and answer honestly: have good habits been sacrificed to bad? If so, maybe all that's needed is a change in thinking and a few new tricks. Psychologists call replacing old habits with new "shaping" behavior—a way of moving closer to desired results. Since change is not easy, start with one of the following techniques and

turn it into a habit:

Do Nothing. Stop the clock and close the calendar. Quit clicking icons on the computer screen. Stare out a window. (Remember this from high school?) Watch the rain or snow. Or sit outside in the sun and replenish Vitamin D. Create a sphere of silence. Meditate. Free your mind like a puppy unleashed. Twenty minutes of nothingness works wonders.

Go Green. Like magic, indoor plants transform an ordinary workspace into a pleasant habitat. Besides the aesthetic benefits, studies support something you already know: people who nurture plants in their work environment are less stressed and measurably more productive. Studies also show that going green can chase away the blues and help boost an overall "happiness quotient." Why? Primping a plant forces you to refocus and redirect your attention. So if it is not okay to take your pet to work, take your favorite philodendron.

Walk the Walk. Tuck those tennis shoes into your bottom desk drawer. Then pull them out, lace them up, and off you go! Ten-thousand steps a day is the current heart-healthy recommendation. As you count the steps, count the benefits. The release of good peptides—endorphins—helps stave off heart disease, hypertension and some cancers while easing stress, stress-related headaches and depression. It sharpens memory and soothes anxieties. (As the cost of employee health care escalates, corporate America is interested in your health, too). Recruit a co-worker as a walking buddy. Then you can talk the talk while you walk the walk. (www.pbs.org/americaswalking/health)

Take a vacation. An estimated 438 million vacation days earned by American workers went unused in 2007, according to a report by Harris International. In dollars, that's about \$60 billion based on average annual rate wages. Psychologists say we devalue vacation time for many reasons, from an entrenched Puritan work ethic to fear of being missed—or not being missed—while we're away. Make it a point to use the time off you have earned. How about rallying with your peers at the IAAP Convention in New Orleans this year?

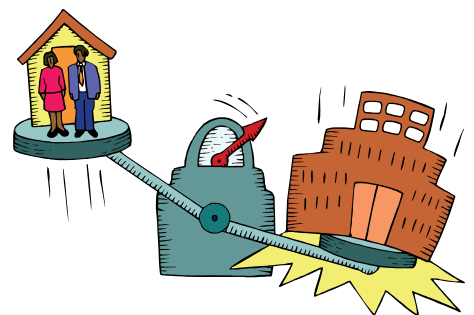
Share Something. Big events—staff parties, celebrations and holiday dinners—are

nice, but often a mini-break will do. Without fanfare, a relaxed chat around the water cooler or sharing a cup of tea boosts a sense of camaraderie.

Focus. Focus. Focus. Could it be that the modern emphasis on multi-tasking is over-rated? For a change, drop all the balls that are tossed in the air and refocus. Focus on friends. Focus on yourself. Focus on something as basic as stretching or deep breathing.

Say No. Plenty of people—women, especially—are guilty of being too nice to too many too much of the time, says psychologist Lois Frankel, PhD. "Women will work nonstop, sacrificing themselves, trying to please everyone else. And there's a downside to that," says the outspoken Dr. Frankel in the book *Unconscious Mistakes Women Make That Sabotage Their Careers*. In the end, the tendency to overload undermines progress and leads to anger and resentment, she believes. True, balanced people learn to prioritize, says Alan Loy McGinnis in his book, *The Balanced Life: Achieving Success in Work and Love*. You *can* learn to say "no" and there are times when you *must*. How? Determine the top five priorities of the day, post the list in a prominent place and try to stick to it. Knowing when to say "yes" makes it easier to say "I'm sorry. I don't think I can work it in today."

Add it Up. The cost of practicing good habits is small. The benefits, priceless.



About the author:

Martha McCarty is an author, journalist, columnist and contributing book critic. Her byline appears in business publications in the U.S. and abroad, including The New York Times News Service, Associated Press, Entrepreneur Magazine and American Business Journals. She has also just written her first storybook, *Five Island Diaries*, published by Spartan Press.