

**CUCAMONGA
VALLEY
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IAAP
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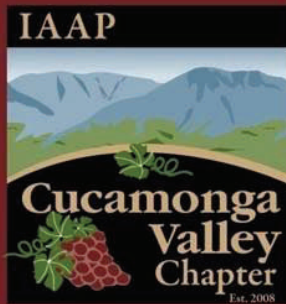
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Debbie Cabana, CPS/CAP

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VOLUME 2 ISSUE 12

Cucamonga Valley Chapter IAAP

JUNE 2010

October 2, 2010



SAVE THE DATE

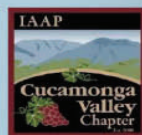
34th Annual
Professional Development Day!
2010 IAAP Multi-Chapter Symposium

“Admins in Action”

Richard Nixon
Presidential Library and Museum
18001 Yorba Linda Blvd.
Yorba Linda, California

Please visit our website for more details
and online registration at www.iaapmcs.com

Sponsored by: Cucamonga Valley IAAP, Bahia Chapter IAAP,
Orange Empire IAAP, Citrus Valley IAAP, and Valencia-Orange County IAAP.



June 23, 2010 Meeting—Barbara Murphy, CPS/CAP

“The Evolution of the Administrative Assistant”

Please join us for our June 23rd meeting, “The Evolution from Secretary to Assistant” by Barbara Murphy, CPS/CAP, and the President of the California Division of International Association of Administrative Professionals (IAAP).

Going back to before the 1950's we will take a look at how far we have come. From Scribes to Secretaries to Administrative Assistant, Executive Assistant and many other titles. What is the paradigm shift from that of 'Traditional Assistant' to 'Proactive Counterpart'? What are the changes in equipment that we have seen? Can you name some of the 'Secretary' images on television?

Come hear how and why the field has changed over the years and the value we bring to our companies.

Barbara Murphy CPS/CAP is the Executive Assistant at Hyundai Capital America in Irvine, CA. She was the Executive Assistant to the President/CEO until the end of April when he left the company. Barbara has been a member of IAAP since 2001 and a member of Orange Empire Chapter, Santa Ana since 2002. Since joining OEC Barbara has been the Orange Juice Newsletter Editor for 3 years, Membership Directory Chair and 2005-06 Chapter President.

Barbara has over 40 years of office experience ranging from managing a limousine service, home repair company and a professional counseling center for 13 years. She entered the corporate world in 2000 when she joined HMFC as an Executive Secretary. In the 10 years with Hyundai Barbara has

worked for various Vice Presidents and Directors before taking on the role of Executive Assistant for the President.

In her spare time, Barbara can be found reading (fiction, suspense, business oriented), surfing the net or spending time with her family, especially her granddaughter Morgan Kyleigh and grandson Wyatt Dylan.



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

WOW! Word of the Week—Susan Clarke

WOW - Word Of the Week

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.

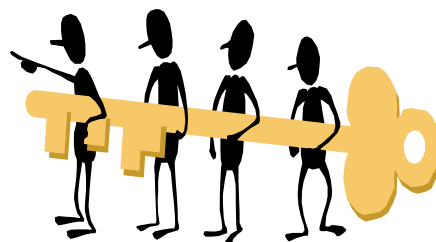
My niece Mary, the marathoner, says, "I see diligent as being aggressively consistent and sometimes pushing yourself outside of your comfort zone. I see being diligent as following through and staying focused on a specific goal or plan of action."

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 and sign up to receive her weekly WOW Word!



July 28, 2010 Meeting— “Why Does My Computer Hate Me?” by guest speaker, Jay Trunnell

Join us for our July 28th meeting with guest speaker, Jay Trunnell, IT Manager for Cucamonga Valley Water District. Jay will explain how and why our computers seem to hate us when they don't do what we want them to do!

If you have questions or problems with your computer, come and ask our guest guru, Jay, your questions.

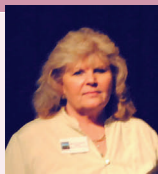
Our July meeting will also be our first meeting with our new Board Members; **President, Donna Kendrena—CPS**, City of Rancho Cucamonga, **Vice President, Valerie Victorino—City of Rancho Cucamonga**, **Recording Secretary, Crystal Schultze—City of Hesperia**, **Treasurer, Casey**

Costa—CPS/CAP, City of Rancho Cucamonga, **Corresponding Secretary, Melonee Vartanian**, Superior Court of San Bernardino. Our new **Membership Chair is Maria Linzy**, City of Upland, and our **Ways and Means Chair is Tina Watson**, Rancho Cucamonga Fire Department. Our **Newsletter and Web Site Master is Debbie Cabana—CPS/CAP**, San Bernardino County Sheriff's Department / Rancho Cucamonga Police Department.

Reminder: No August Meeting. We will resume on September 22, 2010 with our guest speaker, Ed Nichols, who will be speaking to us about “Public Speaking and Facilitating a Meeting.”



MEMBER SPOTLIGHT



Name: Melonee Vartaniam
Business: Executive Administrative Asst.
Years: 26 San Bernardino County
Employer: Superior Court of San Bernardino Grand Jury

What do you enjoy most about being an administrative professional?
 I enjoy the people and the challenges. Currently, I am the Grand Jury Assistant and I get to work with a minimum 19 new grand jury members each year, being their only support staff. I also work directly with county and court leaders and their staff. It is interesting and exciting. I love being able to help people, to solve problems, to “get the job done” no matter what it takes. The grand jury is a very unique entity, challenging and rewarding. This position allows me the privilege to train, support and coordinate everything in which the grand jury becomes involved.

How did you hear about IAAP?
 Years ago I actually did research into the Professional Secretaries International organization, now known as IAAP. I was interested back in the early 1990’s, however did not pursue it at that time. Two years ago, Donna Kendrena, a former San Bernardino County employee and member of the County’s Executive Administrative Forum (EAF), provided a flyer regarding IAAP and the new Cucamonga Chapter to the EAF. I immediately was interested for two reasons – 1) because I liked the sound of the organization, not even knowing it was previously PSI, and 2) because of knowing and enjoying Donna from her county days. I attended a few meetings when I could and now here I am, proudly serving on the Board. Thank you for the opportunity.

Do you have any interests or hobbies?
 Oh my gosh, do!! I live, Love and Laugh. Actually, my husband and I are in many hobbies together. We are high power rocketeers, compete in 1000 yard large rifle competitions, play with remote control boats, tanks, and air-planes. I (we) love to cruise, camp and just get away from it all. I love to read, cuddle with our cats, maintain wonderful friendships, and just enjoy life. If I can’t travel myself, I love to help others with their travel plans, so I am a home-based travel agent. And in that light, if I can’t look gorgeous myself, I love to make others gorgeous, therefore I also am a Mary Kay consultant.

CVIAAP Store Items 4 Sale!

Now open for your purchasing pleasure! Come spend your Stimulus Check at your favorite Cucamonga Valley Chapter IAAP Merchandise Store!!

This year we are offering many nice gift items to buy. And remember: your purchase will help your chapter with funds for guest speakers and fundraisers for organizations.

You will find an order blank on the web site for making your purchases. You can fill it out and bring it to the next meeting, or email it to Debbie at merchandise@cucamongavalleyiaap.com

The prices are listed on the web site, where you will find a form which you can make as many copies as you need. There are extra lines so you can create your own personalized gift item. Here are a few examples:



Thank you, Neil, for a great evening of motivation and inspiration!

Our out-going President, Ida Martinez—CPS, announced the nominees for in-coming President, Donna Kendrena—CPS, Vice President, Valerie Victorino, Treasurer, Casey Costa—CPS/CAP, Recording Secretary, Crystal Schultze, Corresponding Secretary, Melonee Vartaniam. Welcome to our new Board Members, and a heartfelt thank you to our out-going Board Members, President, Ida Martinez—CPS, Recording Secretary, Bonnie Tazza –CPS/CAP, Treasurer,

Melissa Morales, Corresponding Secretary, Taya Victorino.

Please join us for our June meeting when we will be installing our new Board Members. Board Members in picture below from left to right: Corresponding Secretary, Melonee Vartaniam, Recording Secretary, Crystal Schultz, Vice President, Valerie Victorino, President, Donna Kendrena—CPS. Not pictured, Treasurer, Casey Costa, CPS/CAP.

May 26, 2010 Meeting— Impact Meeting, Board Nominations, and guest speaker, Neil Kupchin

Pictured below: in-coming Vice President, Valerie Victorino & out-going Treasurer, Melissa Morales.





By Crystal Schultze
-City of Hesperia

Miss IAm Always Professional Information (aka: Miss Information)

Organize Your Desk in 8 Steps

by Barbara Myers
from the I Need More Time Ezine -6/17/10
www.ineedmoretime.com

The Write Way: Trim the Fat from Business Writing

In business writing, you don't receive extra credit for slathering your sentences with fancy phrases. Do that in a memo, and you can expect eyes to glaze over.

What you cut from your writing is often more important than what you add to it. Trim the clutter from business writing with these tips:

1. Cut the fat. For Example:

Replace	With
on a daily basis	daily
until such time	until
at the present time	now
for the purpose of	for

2. Avoid redundancy. For example:

Replace	With
close proximity	near
basic fundamentals	fundamentals
after the conclusion of	after
absolutely necessary	necessary

3. Shun "heading" words. Either it is or it isn't. Avoid phrases such as:

"It's been reported that"
"It is generally considered that"
"Allegedly"
"Contrary to many"

4. Delete phrases that don't add substance. For example:

"I would like to take this opportunity"
"It has come to my attention that"
"As a matter of fact"
"With all due respect"

5. Replace fancy-sounding words with familiar, simple ones that won't make your readers stumble.

Replace	With
ascertain	find out
disseminate	send out
consummate	complete
precipitated	caused
nonfunctional	broken

Miss Information's...Did You Know?

- ♦ A baseball has exactly 108 stitches.
- ♦ Students received the first polio vaccine on February 23, 1954.
- ♦ The heart of a blue whale is the size of a small car.
- ♦ Mount Rushmore, in the Black hills of South Dakota, is considered the largest statue in the world.
- ♦ Honey is the only food that doesn't spoil.

1-Minute Strategies

- ♦ **Keep emot-icons out of business communication.** Don't depend on a smiley face to make the meaning of your words clear, perhaps you shouldn't be writing the message in the first place. Better to pick up the phone or arrange for a face-to-face meeting.
- ♦ **Find salary information for administrative position** in your area with the handy, new interactive Salary Calculator by Office-Team at www.officeteam.com/SalaryCenter. You can also order a free print version of salary information, the 2010 Salary Guide.
- ♦ **Elevate the clarity of your writing** by using the inverted pyramid style that journalists use: Put conclusions first, followed by background. Tell readers within the first two sentences why they should continue reading. Otherwise, they may skip to something else.

P.S.

Save money on printing by combating excessive ink consumption. Ecofont is a free typeface that promises to reduce ink use by 20%. It looks a lot like Arial, except with lots of little holes punched out of it, meaning it uses less ink. Available for Windows, Mac and Linus systems at www.econfont.com/econfont_en.html

It's easy to keep your desk organized. Just follow these eight steps:

1. Remove everything from your desk. Place the phone on your left if you're right handed and on the right if you're left handed. Display personal items elsewhere.
2. Keep a spiral notebook by the phone for messages and phone notes. Write your voice mail messages in it and delete them from the system. Jot down reference notes before you make a call to reduce phone time.
3. Open your planner or turn on your PDA and place it on your desk. Use it to keep track of to-dos, follow-ups and ideas.
4. Keep office supplies in one drawer only. Buy a dozen of your favorite, inexpensive pens and keep them in a cutlery tray in the drawer. Keep backup supplies in a plastic storage container with drawers or in a supply closet.
5. Sort through desk files. Keep in your desk drawers only files you use weekly or those that are personal or confidential.
6. Place your computer at a 90 degree angle to your desk. Keep your desk work surface clear of everything except essentials and your current project.
7. Set up a system for active files either in a step file sorter on your desk or in your file drawer. Sort your paperwork into it: Do, Consider, Awaiting Answer, File, Hold, Read and Refer.
8. Take ten minutes at the end of each day to keep your desk organized. Place tomorrow's top priority project in the center of your desk. You're ready for anything!

NEWS!! NEWS!! NEWS!!

Cucamonga Valley will soon have our own borrowing library. You will be able to borrow and sign out professional books from our library for study, research, or personal growth. If you have any professional books you would like to share, please contact Cherise Kuzminski, our chapter librarian at cherise.kuzminski@cityofrc.us

Threw, Through & Thru

Grammar Girl™
Quick AND Dirty Tips
FOR BETTER WRITING



Hosted by
Mignon Fogarty

Quick
AND Dirty
Tips™

Grammar Girl here.

For this show, Twilight from the Twilight and Thebes Show called in with a question about homophones:

Now, here's Twilight:

I'm confused with the word through, [as in] "I looked through this pile of papers." It can't be threw because I'm not throwing the papers. So is it thru? But then whenever I type thru it looks grammatically incorrect for some reason. If you could enlighten me I would much appreciate it.

Homophones

Twilight, thanks for your question. You're getting at something that I imagine is difficult for a lot of people and especially for people who are just learning English: **homophones**. These are words that sound the same, but mean different things. Homophones can be spelled differently--such as *threw* (t-h-r-e-w) and *through* (t-h-r-o-u-g-h)--or they can be spelled the same but mean different things--such as *fair* (f-a-i-r) which can be a noun as in "We went to the state fair" or an adjective as in "He got a fair trial."

First of all, you're right to think that *threw* (t-h-r-e-w) isn't the right word, because it is the past tense of the verb *throw*, as in, "Let's throw the bums out."

Through Versus Thru

It gets a little more dicey when trying to decide between *through*

(t-h-r-o-u-g-h) and *thru* (t-h-r-u). I actually didn't think **t-h-r-u** was a word when I first heard your question, but I looked it up just to be sure and was really surprised to find it in the dictionary, where it is listed as an informal, simplified spelling of the word t-h-r-o-u-g-h.

Wow. So in some informal instances it appears that it is OK to use *thru*; but I think I'd be remiss if I actually told you to go ahead and use it. My impression is that using the spelling t-h-r-u is kind of equivalent to dotting your i's with little hearts: people will know what you mean, but they'll think you aren't a very serious person. I would definitely stick with the more formal and widely accepted spelling: t-h-r-o-u-g-h.

Many people are surprised to learn that finding a word in the dictionary doesn't automatically mean that word is widely accepted by society. You'll find the words *thru* (t-h-r-u), *irregardless*, and *ain't* in many dictionaries, but that doesn't mean you should use them in your cover letters. It just means they are in wide enough use that dictionary makers believe the words must be acknowledged and defined.

There are just a couple of instances I could think of where it might be acceptable to use *thru* (t-h-r-u). One is in a text message to a friend because, like it or not, the expectations for grammar and spelling in text messages between friends are lower than in

other forms of writing. Also, people are probably more likely to accept the informal spelling in places where space is extremely tight, such as on road signs, advertisements, or again, in text messaging.

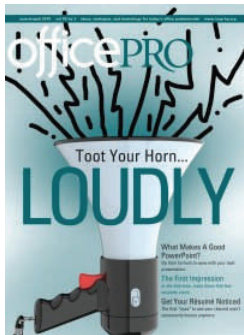
Simplified Spelling Society

You Americans out there who are cringing should remember that one of the reasons we have American spellings of words such as *theater*, *honor*, and *catalog* is that luminaries including Noah Webster, Mark Twain, Benjamin Franklin, Andrew Carnegie, and Theodore Roosevelt advocated for simplified spelling, and many of them also supported simplified spellings of words such as *though* (*tho*), *through* (*thru*), and *night* (*nite*), which of course haven't taken on the cloak of wide acceptability. Roosevelt even tried to mandate that government documents use the simple spellings during his presidency. His proposal was ahead of its time and rejected by Congress, but some of his suggested simplifications have become the current standard spellings (1, 2, 3, 4). The British Simplified Spelling Society, which was founded in 1908--two years after Roosevelt's failed attempt to change spelling in America-- still exists, and they often make the news when they protest at the Scripps National Spelling Bee (5).

Used with permission from Grammar Girl, Mignon Fogarty, at <http://grammar.quickanddirtytips.com>
Thank you, Mignon, for allowing us to use your podcast/column in our

**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, CPS at 909-987-2591, or email her at idam@cvwdwater.com



Many articles used for our newsletter are taken from OfficePro Magazine, which you will receive free with your annual membership to IAAP.

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 15 to qualify for the **November 2010** testing dates. Please see Ida Martinez or Donna Kendrena for more information.
- June 23rd IAAP Meeting: Dave & Busters - Barbara Murphy, CPS, CAP, California Division President on "The Evolution of the Administrative Assistant"
- July 28th IAAP Meeting: Dave & Busters - Jay Trunnell, Information Technology Officer, CVWD with speak to us about "Why Does My Computer Hate Me: Understanding

- Your Computer's Emotions"
- August—**DARK**—no meeting
 - September 22nd IAAP Meeting: Dave & Busters—Ed Nicholls—Public Speaking and Facilitating a Meeting
 - October 27th IAAP Meeting: Dave & Busters—TBA

PLEASE SEE OUR NEWS ON PAGE 4 ABOUT OUR NEW LIBRARY

The ABCDE Method of Setting Priorities

By: Brian Tracy

Efficiency is doing things right. Effectiveness is doing the right things. Your ability to plan and organize your work, in advance, so you are always working on your highest value tasks determines your success as much as any other factor.

The ABCDE Method for Priorities

The process of setting short-term priorities begins with a pad of paper and a pen. Whenever you feel overwhelmed by too many things to do and too little time in which to do them, sit down, take a deep breath, and list all those tasks you need to accomplish. Although there is never enough time to do everything, there is always enough time to do the most important things, and to stay with them until they are done right.

Setting Better Priorities

The best method for setting priorities on your list, once you have determined your major goals or objectives, is the A-B-C-D-E method. You place one of those letters in the margin before each of the tasks on your list before you begin.

"A" stands for "very important;" something you must do. There can be serious negative consequences if you don't do it.

"B" stands for "important;" something you should do. This is not as important as your 'A' tasks. There are only minor

negative consequences if it is not completed.

"C" stands for things that are "nice to do;" but which are not as important as 'A' or 'B,' tasks. There are no negative consequences for not completing it.

"D" stands for "delegate." You can assign this task to someone else who can do the job instead of you.

"E" stands for "eliminate, whenever possible." You should eliminate every single activity you possibly can, to free up your time.

When you use the A-B-C-D-E method, you can very easily sort out what is important and unimportant. This then will focus your time and attention on those items on your list that are most essential for you to do.

Just Say No

Once you can clearly determine the one or two things that you should be doing, above all others, just say no to all diversions and distractions and focus single-mindedly on accomplishing those priorities.

Much stress that you experience in your work life comes from working on low-priority tasks. The amazing discovery is that as soon as you start working on your highest-value activity, all your stress disappears. You feel a continuous stream of energy and

enthusiasm. As you work toward the completion of something that is really important, you feel an increased sense of personal value and inner satisfaction. You experience a sensation of self-mastery and self-control. You feel calm, confident and capable.

Action Exercises

Here are three ideas that you can use, every day, to help you set priorities and to keep you working at your best:

First, take the time to be clear about your goals and objectives so that the priorities you set are moving you in the direction of something that is of real value to you.

Second, remember that what counts is not the amount of time that you put in overall; rather, it's the amount of time that you spend working on high-priority tasks.

Third, understand that the most important factor in setting priorities is your ability to make wise choices. You are always free to choose to engage in one activity or another.

Resolve today to set clear priorities in every area of your life, and always choose the activities that will assure you the greatest health, happiness and prosperity in the long term.