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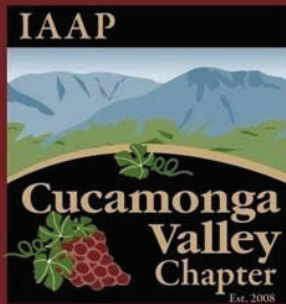
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AUGUST 2009

Cucamonga Valley Chapter IAAP



*Hello
Members
and
Colleagues,*

I hope everyone is enjoying the hot summer days and wonderful cool evenings. We had a wonderful meeting last month. I received a lot of feedback from members and I hope that everyone takes the time to visit Rochelle Cowper's website, which is www.rochellecowper.com. Her "Secret to Success" was an eye opener. I don't think I can watch those infomercials the same way again. The one thing I learned that night was that it all starts with one small step.

Remember opportunity doesn't just

President's Message

knock once. It knocks all the time though you may not recognize the sound. Successful people take advantage of every opportunity and one good opportunity is to learn from other successful people by finding out how they achieved their success.

We have been blessed to have some really great speakers here at our chapter and we have so much more in store for the coming months. Please remember to invite co-workers and friends to share in your success.

We need to create a solid team and promote bonding through networking. Attending our monthly meetings gives us the advantage to build a stronger more productive team in our chapter. We have many mem-

bers who contribute so much and I know that all of us have special talents and knowledge to share.

I invite you to challenge yourself this year, step out of your comfort zone, and get involved. There is a role for everyone in this organization so take the initiative to inspire others and remember: our teamwork will carry us far.

*People are like dynamite -
The power's on the inside,
But nothing happens until
The fuse gets lit!*

Ida

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 professionals 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



WOW! Word of the Week—Susan Clarke

WOW Word Of the Week #46 Enjoy -- to have a good time.

Do you find enjoyment in your personal and professional life? I think it's really easy if you can focus on the simple pleasures that you experience every day.

For example, my friend Dixie called me to share something that happened to her. She walks every morning and passes the Cata-maran hotel on San Diego Bay. She and several guests of the hotel were walking

through the gardens when they came upon a young gardener. He had a great big grin on his face as he watched a black swan peck away at some weeds in the flowerbed.

As they approached him, the gardener said, "He's an assistant gardener. He needs a little more training though." Dixie said, "Then he flashed all of us a great big smile. And I thought to myself, talk about exuding enthusiasm, loving your job, sharing the joy with others around you. It was so infectious. You should have seen the looks on everyone's face."

When you enjoy your job, and life for that matter, it is very easy to find joy. This week focus on enjoying your job and your life. See if by doing that you can create joy for those around you.



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

Community Outreach Project - "Support Our Troops" bracelets.

Our Community Outreach Project for July was in support for our troops.

Rancho Cucamonga Fire Chief Peter Bryan and his wife Linda are members of a group of local residents who find out when soldiers will be coming home and they meet and greet them at the airport and let them know how much we all appreciate their sacrifices for our freedom.

We asked our chapter members to donate money to support this much needed ministry for homecoming soldiers. You have surpassed our hopes of donations to give to Chief Bryan's support group. We thank you very much and we hope you will wear the

"Support our Troops" bracelets you received with your donations proudly. We will have the donation basket available until all of our bracelets are gone. Please support this much needed ministry by wearing your bracelets and telling others about it.



Until Every One Comes Home.®

September 23, 2009 - Get Paid Like The Big Boys, But Look Like A Woman - guest speaker, KL Moore, MBA will discuss dress guidelines for success.

Get Paid Like the Boys & Look Like a Woman: What the World Knows that You Don't Know – Your Work Wardrobe is Not Working For You.

Most women have no idea they're poorly dressed for business and no one dares tell them. Sixty-five to 70% of women with college degrees limit their upward mobility simply by the way they dress. They're slighted for promotions & earn less than even the worst dressed man. KL Moore, MBA teaches women how to create effective wardrobes regardless of their financial status, educational background, and sense of fashion. She guides you through an image self-

check and highlights outfits that work and looks to avoid.

You'll discover how men perceive women's attire in the workplace, how the boss handles women who are poorly dressed, and which appearance traits earn women the most money.

Like it or not, men understand the "unwritten rules" of the dressing game and regularly use the "rules" to catapult their career. And so can you! *Women who seek a competitive advantage over male counterparts on the job and women who work in a male dominated industry, this seminar is definitely for you.*



LET'S NOT MEET

Executives Believe One-Quarter of Meetings Are Unnecessary, Survey Shows

MENLO PARK, CA -- Professionals should think twice before scheduling that next meeting, a survey suggests. Managers interviewed said 28 percent of these gatherings are a waste of time. Moreover, almost half of respondents (45 percent) felt employees would be more productive if their company banned meetings one day a week.

The survey was developed by OfficeTeam, a leading staffing service specializing in the placement of highly skilled administrative professionals. It was conducted by an independent research firm and includes responses from 150 senior executives at the nation's 1,000 largest companies.

Executives were asked, "What percentage of meetings do you feel are unnecessary?" The average response was 28 percent.

Executives also were asked, "How much more or less productive do you believe your employees would be if your company banned meetings one day a week?" Their responses:

- Much more productive—13%**
- Somewhat more productive—32%**
- No change—46%**
- Somewhat less productive—4%**
- Much less productive—3%**
- Don't know how to answer—2%**

"Businesses are operating with lean teams, which implies more people are stretched for time," said Robert Hosking, executive director of OfficeTeam. "Sometimes meetings outlive their original purpose, so professionals should carefully consider whether one is warranted or if there's a more efficient way to share the information." Hosking added, "The adage, 'Be brief, be bril-

liant, be gone,' rings particularly true in the workplace right now. Meeting organizers and participants both play a role in keeping these gatherings in check." OfficeTeam offers five signs that a meeting could be a "time waster":

Everything but the kitchen sink is being covered. It's wise to have an agenda, but one that is lengthy or unfocused could indicate that not all of the information will be relevant to every attendee. When the agenda becomes too long, organizers should consider whether it would be better to hold smaller, more focused gatherings.

It'll take more than an hour. You often lose people after 60 minutes, so think carefully about scheduling a meeting that will take more than an hour of someone's time. If there's no way to condense, consider snacks, interactive elements or multiple speakers to keep people engaged.

The attendee list goes on and on. When a participant list is extensive, it may signal an overly ambitious meeting, or one where people are being invited as a courtesy, rather than because they need to attend. If you're organizing the meeting, be sure to list people as "optional" if their presence isn't required.

There's a large PowerPoint deck involved. Visuals can be useful for reinforcing information, but it's possible much of that information could be shared prior to the meeting. The gathering then could be used to field questions or highlight the most important data.

It's a habit. Routine meetings can become, well, routine. Think about whether regular gatherings are necessary or could be held less frequently.

"Meeting participants who notice these signs should confirm with the host that their attendance is required and, if so, offer ideas for keeping the meeting efficient," said Hosking

"MYSTERY" MEMBER SPOTLIGHT



Name: WHO AM I?
 Employer: Rancho Cucamonga Police Dept / San Bernardino County Sheriff's Dept.
 Title: Administrative Secretary
 Years: 4 1/2

What do you most enjoy about being an administrative professional?

Everyday is a new challenge, or maybe something new to learn. Situations and policies rapidly change from day to day in my workplace. There's always excitement or something happening. In my situation, Crime Pays!!

How did you hear of IAAP?

I first heard of IAAP from Donna Kendrena. She told me about an organization that met once a month in the City of Industry and asked if I would like to go. I told her I would like to go, but circumstances at the time were such that I was unable to attend. I was SO happy when Donna said they were going to start a local chapter and asked if I would be interested in joining them. I jumped on the bandwagon and haven't regretted a single moment I've been involved with our chapter. I find it very rewarding and satisfying, and love networking with other professionals.

Any hobbies or interests?

I am a computer geek, plain and simple!! I love working on the chapter web site and newsletter. I also love my family, enjoy spending time with them camping, church, or going to Disneyland! My husband and I have been fortunate to be able to travel to Europe, the Middle East, and the Mediterranean. I can't wait to retire so we can do more of the same!

HISTORY OF SECRETARIAL PROFESSIONALS

No one knows exactly when secretaries originated. The role arose out of the natural need for a prominent person to whom confidential matters could be entrusted and who could act as an assistant for a principal. It is known that secretaries existed in Rome prior to the establishment of the empire. They were usually educated men who took dictation as "scribes," and oftentimes acted as trusted advisors.

Before the invention of parchment and reed pens, tools of the trade for scribes ranged from chisels used upon stone to styluses used on clay, wood, or wax tablets. Shorthand became part of the preparation and training of secretaries (and emperors as well, including Julius Caesar and Augustus).

In early modern times, members of the nobility had secretaries, who functioned quite similarly to those of the present day. They were always men; most had command of several languages, including Latin, and were required to have what we would consider today as a broad generalized education.

As commerce and trade expanded, people of wealth and power needed secretaries (confidants and trusted agents) to handle correspondence on private or confidential matters, most particularly matters of state.

Following the Renaissance, men continued to

dominate clerical and secretarial roles. They maintained account books, in addition to performing stenographic duties, and were known for their exemplary penmanship skills. Many labored long hours, with their "secretary" desks serving as their files and workstations.

As world trade expanded in the 15th and 16th centuries, secretaries often attained an elevated status and held prominent positions. Secretarial status titles frequently included "personal" or "private."

Men continued to dominate the secretarial field until the late 1880s. With the invention of the writing machine, many women entered the office workforce in various clerical roles.

During the industrial expansion at the turn of the century, business offices faced a paperwork crisis. Women solved the crisis by adapting well to new technologies such as the adding and calculating machine, telephone, and typewriter. Many women held, or aspired to hold, positions as secretaries. They attended secretarial schools and worked to attain superior skills. The demand for secretaries was so great that it outpaced the supply.

In the 1930s, the number of men with the title

secretary dwindled. Women dominated the office workforce. Some were promoted from steno pools, some were graduates of business colleges or secretarial schools, but all were seeking the professional status and pay previously enjoyed by their male counterparts.

Recognizing that continuing education was imperative to career success, a group of secretaries in America's heartland became the nucleus of an organization that would help to professionalize the occupation. In 1942, the National Secretaries Association (NSA) was formed (now known as the International Association of Administrative Professionals). NSA first administered the Certified Professional Secretaries Examination, a standard of excellence for the profession, in 1951.

Profession Advances in Information Age
 Today, secretaries (also known as administrative assistants, office coordinators, executive assistants, office managers, et al.) are using computers, the Internet, and other advanced office technologies to perform vital "information management" functions in the modern office.

Secretaries no longer "simply" type correspondence

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Please visit us on the web at 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 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 or the IAAP Headquarters site. 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.
- 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 "the boss." Now, they often write that correspondence—as well as plan meetings, organize data using spreadsheet and database management software, interact with clients, vendors, and the general public, supervise the office and other staff, handle purchasing, and even train other workers. Trends identified by IAAP research include:

Administrative professionals are becoming researchers and interpreters, not just disseminators of information.

Work teams are becoming more prevalent. Job descriptions are expanding and new titles are being created, such as administrative coordinator, office administrator, administrative specialist and information manager. Employers are paying more for specialized skills such as desktop publishing and database management. In addition, many companies are providing performance-based bonuses to outstanding administrative support professionals to help acknowledge their contributions.

The future is bright for computer-literate, well-educated, customer service-savvy office professionals.

TIMELINE OF IAAP

1942 - First chapter of what soon becomes the National Secretaries Association (NSA) is founded in Topeka, Kansas, followed quickly by chapters in Missouri, Oklahoma, Iowa, Nebraska, and Minnesota.

1946 - Two hundred members attend the first nationwide convention in Kansas City, Missouri. Delegates, drawn from 115 chapters, approve the development of the Certified Professional Secretary® program.

1950 - Merger with Secretaries International brings NSA 467 new members and a new project-building a

home for retired secretaries.

1951 - Of 281 candidates, 62 pass a six-part examination and become the first recipients of the CPS® rating.

1952 - U.S. Department of Commerce joins NSA in sponsoring the first National Secretaries Week (now Administrative Professionals Week) to recognize "the secretary, upon whose skills, loyalty, and efficiency the function of business and government depend."

1954 - NSA goes international, with the first chapter formed outside the continental United States in Niagara Falls, Ontario.

1958 - Creation of the Retirement Center Trust.

1960 - NSA established Future Secretaries Association, a network of chapters in high schools.

1964 - Asociacion de Secretarias Ejectivas de Panama becomes first foreign secretarial association to affiliate with NSA.

1966 - With \$100 seed money, the Research and Educational Foundation is created to fund projects that will "benefit the secretarial profession as well as the fields of business and education."

1967 - Convention delegates voted to open membership to men; first man joins six weeks later.

1971 - Language barriers fall as NSA offers the CPS examination in French in Canada and in Spanish in Puerto Rico.

1972 - Twenty-year dream culminates with dedication of Vista Grande, an 11-acre retirement complex in Rio Rancho, near Albuquerque, New Mexico.

1981 - Name changed from National Secretaries Association (International) to Professional Secretaries International.

1987 - CPS program is restructured, requiring recipients to recertify their credentials every five years.

1989 - PSI purchases land in Kansas City for potential headquarters. Bylaws and Standing Rules amended to provide full membership status to members outside North America and U.S. territories, with voting rights to International Associations.

1992 - PSI celebrates 50th Anniversary. First International Secretarial Summit held in New York City.

1995 - PSI purchases the building and site of our present world headquarters offices in Kansas City, Missouri. Building dedication ceremony held April 8, 1995. Convention delegates vote to approve a bylaws amendment that added "The Association for Office Professionals" as a tag line to the name of the association.

1998 - PSI changes its name to the International Association of Administrative Professionals (IAAP).

2000 - IAAP changes name of Professional Secretaries Week to Administrative Professionals Week.

2001 - IAAP introduces the Certified Administrative Professional (CAP) program.

2007 - and beyond...IAAP continues to advance the secretarial/administrative support profession and promote professional excellence, with more than 40,000 members and affiliates worldwide