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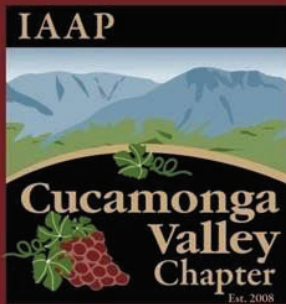
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Cucamonga Valley Chapter IAAP

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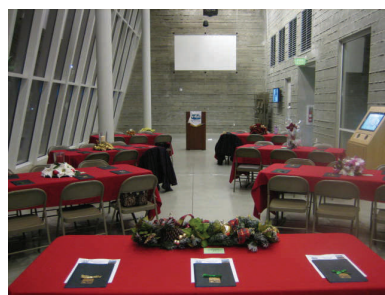
Holiday Gala at The Frontier Project was great, with guest speaker, Elisabeth Misner of BNI Networking Associates.

Our December 9th Holiday Gala at The Frontier Project with guest speaker, Elisabeth Misner from BNI Networking Associates, who spoke to us about time and project management and organizing our time. She taught us how important it is to

leave "margins" in our lives so we have some room for the unexpected surprises that always pop up. It is important that we do not over-schedule ourselves.

bought table center pieces for each table, which were raffled off. Thank you for helping support your association! We hope you enjoyed your center pieces during the holidays. We look forward to a brand new year with lots of great meetings!

The CVIAAP Board made or



WOW! Word of the Week—Susan Clarke



WOW Word of the Week #282

Benevolent - a kindly disposition to promote the happiness or prosperity of others.

Do you feel the desire to help others? Do you support any charities? Have you ever been in a position where you needed the help of others?

'Tis the season...it just seemed appropriate to rerun this WOW. The old saying is, "It is better to give than to receive." And according to a report in the journal of Science people who made gifts to others or to charities reported

they were happier than folks who didn't share.

Studies have shown that having more money can increase happiness. Turns out the way people spend their money makes a difference. Researchers at the University of British Columbia and Harvard University found that, "Personal spending was unrelated to happiness. But higher pro social spending was associated with significantly greater happiness."

"That doesn't mean go get a high-paying job so you can spend tons of money on others. The message is,

given what you have, how can you make little alterations to do something for others."

This week focus on promoting happiness and prosperity for others. It doesn't have to be about giving money. You can give of your time. Who do you know that could use your support? How does it feel to be benevolent?

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

January 27th Meeting— Motivational Speaker, Lee Silber “The Wild Idea Club - Tapping Into Our Creative Sides”

Please join us for our January 27th meeting, featuring our guest speaker, Lee Silber, a great motivational speaker.

While growing up in San Diego, Lee Silber remembers spending entire days at the beach—school days! "I think everyone figured I would turn out to be a beach bum," the award-winning author and speaker admits, "but when my brothers and I turned our passion for surfing into Waves & Wheels Surfcenters (a successful chain of surf shops) everything changed".

Silber went on to start six other businesses, write 15 books, travel the world giving workshops, and host his own radio talk show—and he still finds time to surf almost every day. "Even though I have succeeded in several areas my parents still encourage me

to get a real job—never!" says Silber. Click here for Lee's bio and as you can see, he never did take his parent's advice and get a real job.

The secret to success and happiness—for you and those around you—is to know and embrace your natural tendencies, rather than fight against them. Whether you're a right-brainer, left-brainer, whole-brainer—or a no brainer—working with your brain type means you maximize your strengths and thinking style, and minimize your weaknesses and inner struggles. By doing this you will become more focused, motivated, efficient, happier and ultimately, more successful.

Lee will help us be creative in our search for success and is bringing his book, "The Wild Idea Club" to sell for \$15 to the attendees of our meeting.

Don't forget, our meeting will take place at Dave & Busters in Ontario Mills, the cost is \$25 dollars for members, \$27 dollars for non-members, and this month's menu is called, "Yummy Winter Buffet" which will include Monte Carlo Chicken as the main course.





Miss IAm Always Professional Information (aka: Miss Information)

Written by
Crystal Schultze

New Resume Rules

I had just come out of a very "serious" meeting with our senior management, and suddenly I realized just *how* serious the economic situation of our times have become. I then relaxed and thought to myself, "Well, it's a good thing I always keep my resume updated...whew!"

Then another reality hit me, I was reading an article about updating your resume and found out what's "In" and what's "Out." Wow! I realized that after being in the administrative field for over 20 years, I really wasn't as "up-to-date" as I had always thought I was. I have always prided myself in keeping up on the latest software programs, continuing my education in other areas such as communication, leadership, and new and innovative ways to build my skills as a leader. Little did I realize that I really had *no* idea that I had put no thought whatsoever into my resume.

In order to keep up with the times and trends, and to be as marketable as we possibly can, we need to consider these very helpful guidelines on what is "In" and what is "Out" in the world of resume writing.

1. **In:** A professional summary at the top of your resume. This sells you like nothing else on your resume.

Out: An objective statement at the top. Nothing says "outdated" more than this. Employers don't care what you *want* to do, they want to know if you can do what *they* need you to do.

2. **In:** Resumes that are easy on the eyes. Use bullet points instead of putting everything in paragraph form.

Out: Resumes that are "grey," with large chunks of unbroken text. This requires recruiters to slow down and they won't want to take the time.

3. **In:** A customized resume. Tailor each resume according to the job you are applying for.

Out: A cookie-cutter resume. Before home computers, changing a resume was a big ordeal, but not today with all our technology.

4. **In:** A two-to-three page resume when you really *need* it. Say what you need to say in order for the hirer to better understand exactly what your skills and experience entails.

5. **In:** Selling yourself. When listing your accomplishments, be sure to include the results. For example, if you're an Office Manager, don't just say that you "organized a system to track vendors." Conclude that with the result, like "resulted in reducing operating costs by one-third."

Out: Not being your own marketing and sales department. Gone are the days of simply listing job titles and responsibilities. Think confident!

6. **In:** Include links to websites for all companies you list on your resume. Hiring managers are interested in knowing about what the company does and what your previous position there had to do with that.

Out: Assuming the hirer does not need, nor want to know about your old company.

7. **In:** Include your LinkedIn, or other social network addresses in your resume's header. Be sure that it is a custom ("vanity") URL if it's LinkedIn (these are free).

Websites To Assist You

♦ **Google news Timeline (<http://newstimeline.googlelabs.com>).** Type in a topic, and Timeline lets you see how a story has played out over weeks, months or years.

♦ **Flu Trends (<http://www.google.org/flutrends>).** Where is the flue spreading now? Find it on this map that harnesses real-time data.

~Joseph Addison

Number 9: A Simple Thank You
No one is more cherished in this world than someone who lightens the burden of another. Thank you.

~Joseph Addison

*"I missed 100% of the shots I never took."
~ Magic Johnson*

Inspirational Quotes for Every Admin

Remember: "People often say that motivation doesn't last. Well, neither does bathing – that's why we recommend it daily."

~Zig Ziglar

Number 1: On Difficulties

The more difficulties one has to encounter, within and without, the more significant and the higher in inspiration his life will be.

~Horace Bushnell

Number 2: A Little Help

No one who achieves success does so without acknowledging the help of others. The wise and confident acknowledge this help with gratitude.

~Author Unknown

Number 3: The Impossible

Accomplishing the impossible means only that the boss will add it to your regular duties.

~Doug Larson

Number 4: Excellence

Excellence is doing ordinary things extraordinarily well.

~John W. Gardner

Number 5: A Little Bit of Kindness

How beautiful a day can be when kindness touches it!

~George Elliston

Number 6: On Gate Keeping

Always be nice to secretaries. They are the real gatekeepers in the world.

~Anthony J. D'Angelo

Number 7: Your Brain in the Office

The brain is a wonderful organ. It starts working the moment you get up in the morning and does not stop until you get into the office.

~Robert Frost

Number 8: Smiles

What sunshine is to flowers, smiles are to humanity. These are but trifles, to be sure; but, scattered along life's pathway, the good they do is inconceivable.

Active Voice vs Passive Voice

Grammar Girl™
Quick AND Dirty Tips
FOR BETTER WRITING



Hosted by
Mignon Fogarty

Quick
AND
Dirty
Tips™

Active Voice vs Passive Voice

Grammar Girl here.

Today's topic is active voice versus passive voice.

Here's Brian from Iowa:

"It drives me crazy when people write in passive voice. How can I teach people how to tell the difference between passive and active voice and stay away from passive voice? Thanks."

A lot of you have asked me to explain passive voice and how to avoid it.

I'll start with active voice because it's simpler. In an active sentence, the subject is doing the action. A very straightforward example is the sentence "Steve loves Amy." Steve is the subject, and he is doing the action: he loves Amy, the object. Another example is the title of the Marvin Gaye song *I Heard It through the Grapevine*. I is the subject, the one who is doing the action. I is hearing it, the object of the sentence.

In passive voice the target of the action gets promoted to the subject position. Instead of saying, "Steve loves Amy," I would say, "Amy is loved by Steve." The subject of the sentence becomes Amy, but she isn't doing anything. Rather, she is just the recipient of Steve's love. The focus of the sentence has changed from Steve to Amy. If you wanted to make the title of the Marvin Gaye song passive,

you would say *It Was Heard by Me through the Grapevine*, not such a catchy title anymore.

A lot of people think that all sentences that contain a form of the verb *to be* are in passive voice, but that isn't true. For example, the sentence "I am holding a pen" is in active voice, but it uses the verb *am*, which is a form of *to be*. The passive form of that sentence is "The pen is being held by me."

Another important point is that passive sentences aren't incorrect; it's just that they often aren't the best way to phrase your thoughts. Sometimes passive voice is awkward and other times it's vague.

When you put sentences in passive voice, it's easy to leave out the agent doing the action. For example, "Amy is loved" is passive. The problem with that sentence is that you don't know who loves Amy. In fact, politicians often use passive voice to intentionally obscure the idea of who is taking the action. Ronald Reagan famously said, "Mistakes were made" when referring to the Iran-Contra scandal. Other examples of passive voice for political reasons could include "Bombs were dropped" and "Shots were fired." Since I started writing this episode, I've become more aware of passive voice, and it seems as if I hear politicians use it every day.

So, these are some of the reasons to avoid passive voice: the form

can lead to awkward sentences and obscured meaning. Also, passive voice is wordy. You can tighten up your writing a lot if you use active voice more often than passive.

On the other hand, Mike from Chicago correctly pointed out that there are instances where passive voice is the best choice. If you don't know who is taking the action, then you can't name that person. Depending on the context, it might make more sense to write, "The cookies were stolen," instead of, "Somebody stole the cookies." It's a subtle difference. If you want to put the focus on the cookies, use passive voice. Alternatively, if you want to put the focus on the unknown thief, use active voice. If you were writing a mystery novel you might want to highlight the cookies if their specific disappearance were central to the story. So you would choose passive voice and say, "The cookies were stolen." So passive voice is often a good choice when the actor isn't known or doesn't matter, or if you want to create some mystery around your sentence.

So remember, in a passive-voice sentence the subject of the sentence is the receiver of the action. Passive voice is not grammatically incorrect; it's just not often the best choice. If you know who did what, it's better to use an active sentence in most cases.



Fun, friendly, practical advice
to help you do things better.

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 idadam@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 February 15 to qualify for the **May 2010** testing dates. Please see Ida Martinez or Donna Kendrena for more information.
- January 27th IAAP Meeting: Dave & Busters - Lee Silber, guest speaker, author, motivational speaker. He will help us learn how to be successful in our business and family lives.
- February 24th IAAP Meeting: Dave & Busters - Grace Sanchez-Hagen, Social Networking—Facebook, Twitter, MySpace.
- March 24th IAAP Meeting: Dave & Busters—guest speaker to be announced
- April 28th IAAP Meeting: Dave & Busters— Administrative Assistant Day Surprise.
- May 26th IAAP Meeting: Dave & Busters - guest speaker to be announced
- June 23rd IAAP Meeting: Dave & Busters - guest speaker to be announced



You Don't Need to Be

a Magician to Get a Job



Article written by Dewoun Hayes for Admin Secret e-magazine.

In today's job market it seems like you have to pull a rabbit out of your hat or have tricks up your sleeve to

even get a job interview. Below is a list of 6 tips and tricks for an effective job search.

1. Create professional accounts on sites such as LinkedIn and BrightFuse

These sites will not only allow networking opportunities but also alert others in the field that you may be a viable candidate. Social media networking can help, but also hinder. Beware of posting pictures that you would not want an employer to see or discussions that are inappropriate. In today's job market, employers are searching for the job seekers "digital footprint" and if obscenities are found an interview will be less likely.

2. Cater your resume to each job.

When applying for jobs, make sure the cover letter highlights specific job skills according to

that particular job description. Sending a "general resume and cover letter" isn't very enticing to the employer. The key to an effective resume is to stand out amongst the hundreds that are received, so be creative and specific.

3. Include pertinent information on the resume.

This includes any certifications, awards, and accomplishments or contributions you hand a hand in at the companies listed on your resume. Depending on your work experience, try to stay away from the standard list of job duties. Remember the key is to impress the employer with any accolades or accomplishments.

4. Proofread your resume and keep it professional.

Nothing puts your resume in the "rectangular file" quicker than typos and spelling errors. This is the quickest and easiest way an employer will sift through the many resumes. Get a friend or colleague to review your resume before making it public. Add an appropriate email address and telephone number that has access to voicemail so that you can receive responses. Create an email account solely for your job search. An example of an appropriate email address would be simply your first and last name. Make sure your voicemail recording is appropriate and when answering the phone, sound professional. Employers use the phone interview as a way to weed out candidates as well. If you answer the phone in an unin-

terested or unenthusiastic voice, your chances of getting an interview are null and void.

5. So you got an interview....Now do your homework.

Visit the company's website thoroughly and prepare questions to ask the employer. Asking questions says to the employer that you are genuinely interested in becoming a part of the company's team and that you have taken the time review the company's bio. Years ago, I had an interview with a company and prior to the interview, I visited their website and found a few spelling errors, when I pointed this out to the employer they were impressed and I got a second interview and later got offered the job.

6. After the interview.....

Send a thank you note to the interviewer(s), thanking them for their time and reiterating your interest in the job position. This is an important part of the interview process, be sure to highlight those specific job skills that make you the perfect candidate for the job.

So you really don't need magic to get a job, but you do need to be as the magician and know the secrets to get the interview. As long as you know the tricks, just like the magician, you hold the Ace.