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**INSIDE THIS ISSUE:**

**Guest Speaker and  
Holiday Special** 1

**WOW—Word of the  
Week** 2

**October Meeting  
Recap** 2

**Member Spotlight** 3

**Tips 'N' Trix—by  
Tina Watson** 3

**CVIAAP Store** 3

**Miss Information by  
Crystal Schultze** 4

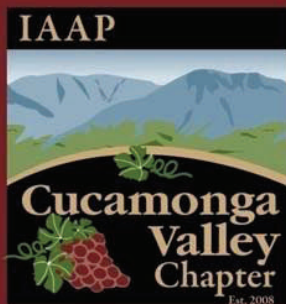
**How to Write an Ef-  
fective, Polite, and  
Useful Email** 4

**Grammar Girl** 5

**Calendar of  
Upcoming Events** 6

**Changing Your  
Knowledge** 6

**Contact Information** 6



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NOVEMBER 2009

# Cucamonga Valley Chapter IAAP

## Guest speaker for December 9th, Elizabeth Misner of BNI Networking Associates

Please join us for our December 9th CIAAP Meeting. Our guest speaker is Elizabeth Misner of BNI-Misner Charitable Foundation Administrator and corporate vice chair of BNI Enterprises. She works out of the world headquarters of the organization in Upland, CA.

She has been affiliated with BNI since becoming a member in 1986 as a chiropractic assistant in Pasadena, CA. She and Dr. Ivan Misner, Founder of BNI, married in 1989 and she now travels with him lecturing to BNI Directors and conducting

workshops for BNI members.

Beth has edited six of Ivan's business books and is a contributing author in the New York Times and Wall Street Journal Best Selling Business Book *Masters of Networking* as well as co-writer with Buzz Aldrin in *Masters of Success*. She is also a contributing author to the soon-to-be-released *Masters of Sales*.

She and Ivan have three children, Ashley 21, Cassandra 15 and Trey 13. She is a contact person for Moms in Touch In-

ternational, coordinator for her church's prayer ministry and active in many charity organizations in her community. She is also a certified sports nutritionist, a black belt in karate and teaches T'ai Chi.



## December 9th, Holiday Special at the Frontier Project

The Frontier Project Foundation constructed a 14,000-square-foot demonstration building that will show how sustainable design is economical, efficient, and inviting. Located in Rancho Cucamonga, California, it will display and utilize sustainable innovations for Southern California living and working environments. The Frontier Project's goal is to educate resident consumers, commercial builders, and sustainable advocates regarding the latest methods and technologies in water, energy, and site conservation. The project held its grand opening on November 7, 2009.

The Cucamonga Valley Water District (CVWD) is the parent organization and guiding force

behind the Frontier Project. The CVWD provides water treatment, water distribution, and sewer collection services for the city of Rancho Cucamonga, portions of the cities of Fontana, Ontario, and Upland, and some unincorporated areas of San Bernardino County. The CVWD functions as a special district, which means it is



an independent unit of local government serving the needs of the service area.

Community education, awareness of resource conservation, and availability issues are top priorities for CVWD. The Frontier Project allows the CVWD to provide a resource to their community for knowledge and practical solutions to the challenge of conservation. In the face of ever-increasing growth and development, and as stewards of natural resources, CVWD recognized our responsibility to lead the effort to demonstrate, educate, and promote conscientious resource conservation and sustainability.

Please visit us on the web at [www.cucamongavalleyiaap.com](http://www.cucamongavalleyiaap.com)

# WOW! Word of the Week—Susan Clarke



## WOW Word of the Week #30

**Passion**— an intense, overwhelming, or driving emotion.

Do you have a burning desire that keeps you up at night? Do you love your job? Do you love your life? Passion is the flame that keeps the fire burning!

You can be passionate in all areas of your life. People who love their work and are driven by their passion, never feel like they

have a job. It is a pleasure! The same thing applies to our personal relationships. It shouldn't be difficult. Of course, in that situation, it requires both people to have passion! I don't believe you should "work" at relationships. I believe you need to "play" in your relationships.

This week ask yourself, "What am I passionate about?" If it's with regard to work, how do you intend to ignite the flame in your people? For example, if

you're passionate about giving the best service, it takes everyone in the operation to create that. If you'd like to have more passion in your personal life, ask yourself, "How can I play more in my relationships?"

[www.MotivateU.com](http://www.MotivateU.com) and sign up to receive her weekly WOW Word!



# Happy Thanksgiving!



## October 28th Highlights!

Our October meeting was a big hit! We were privileged to have two financial experts, Sherri Rojo CPA, and Cindy Navaroli CPA & MPA, speak to us about being financially stable, and they gave us advice on how to do that! One of the important things is to ALWAYS pay off your credit card every month. If you can't pay your credit card off every month, that means you are living beyond your means. Be careful you don't get so deep into debt that you won't be able to have funds to fall back on if you lose your job or have an emergency where you need money. Knowledge of our finances is power. If you don't know about your finances you are blinding yourself to your financial future. Thank you so much for your advice and suggestions.

We would like to thank you all for your donations of backpacks for the children. The backpacks were distributed to the needy children of our area and were greatly appreciated.

We would also like to thank you so much for the generous donations for our brave men and women in the military. Without their sacrifice for us we would not have our freedoms in this country.



Please visit us on the web at [www.cucamongavalleyiaap.com](http://www.cucamongavalleyiaap.com)

## MEMBER SPOTLIGHT



**Name:** Donna Kendrena  
**Business:** Executive Assistant  
**Years:** 19 yrs total with City  
**Employer:** City of Rancho Cucamonga

I started with the City of Rancho Cucamonga in May of 1990 in the Community Services Department as an Office Specialist. I was promoted to an Office Specialist II and then a Secretary in 1993 in the City Clerk's Office. Former Mayor Dennis Stout offered me a position as his Executive Secretary when he became the District Attorney in 1994. I spent six and a half years working in San Bernardino, and returned to the City in April of 2001 as an Executive Assistant to the City Manager.

During my years at the DA's Office, I was very fortunate to be able to start a Secretary's Forum for all the 32 DA Secretaries throughout San Bernardino County. I also became one of the creators of the Executive Assistants Forum of all 85 Executive Assistants in San Bernardino County. When I came back to the City, one of the first things I asked to do was resurrect a Secretary group that had almost disbanded. We named the new group "Executary," and it is doing well. It's been my involvement with these groups and networking with women in similar positions that I value most for my professional development.

Being part of IAAP has helped me grow tremendously. The leadership skills I have learned, and the friends I have made are priceless. Probably my proudest moments are being recognized by IAAP Headquarters for recruiting the most members in our Chapter in 2009 and being named one of the 63 Women of Distinction by Assemblymember Bill Emmerson in 2008. My goals are to pass the CPS and CAP hopefully in 2010, and see our Chapter reach 60 members, or as Ida says the "next Tax Bracket"!

On the personal side, I am active in the Etiwanda Historical Society, chairing special events like the Mother's Day Tea and the Annual Street Faire, but my favorite pastime is spending time with my three little "Angels" Ava, Bella, and Katin, my family and my wonderful husband of 40 years.

### 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 for making your purchases on the Cucamonga Valley IAAP web site at

[www.cucamongavalleyiaap.com/cviaap\\_store.htm](http://www.cucamongavalleyiaap.com/cviaap_store.htm)

You can fill the form out and bring it to the next meeting, or mail it to me at:

**Debbie Cabana**  
**Rancho Cucamonga Police Dept**  
**10510 Civic Center Drive**  
**Rancho Cucamonga, CA 91730**

If you have any questions please email me at [merchandise@cucamongavalleyiaap.com](mailto:merchandise@cucamongavalleyiaap.com)

15 oz Mug  
 \$12.00  
 personalization

11 oz Mug  
 \$10.00  
 personalization

Stainless Steel  
 Commuter Mug  
 \$15.00  
 personalization

Mouse  
 Pad  
 \$10.00  
 personalization



## Tina's Tips 'N' Trix!



### Managing Outlook E-Mails

Is your inbox taking over? Do you need to be able to see specific e-mails from the boss or a specific

sender, but they get lost with the numerous daily e-mails you receive? Did you know you could easily create rules to manage your inbox, how about turn on color coding of received e-mails?

For example: My boss is Jenny Jones and I want to make sure I do not miss any of her e-mails nor do I want to search thru all of the e-mails I receive daily just to find e-mails from Jenny, so I create a rule and a folder for Jenny.

#### First let's start with creating a rule

Click on the email you wish to create a rule for, now right click on this email. The dialog box pops up, two-thirds of the way down is create rule, left click on this. Now the create rule box appears. Here you choose what happens to this e-mail once you receive it, by sender, by subject or by sent to.

I check the box that says; From Jenny Jones

Then check; Move the item to: Click Select Folder, "Rules and Alerts" dialog box appears and **INBOX** is highlighted

Select New and the New Folder Box appears, under Name type Jenny Jones

Click Okay, Okay, Okay (3 X)

Check: Run this rule on messages already in the current folder, click okay

Now all of the e-mails are now in a separate folder in the inbox and any future e-mails will be delivered there. You now only have to click on your Jenny Jones folder to see e-mails sent by her, without scrolling thru all of your e-mails.

Next Month: Tracking specific e-mails by color

#### Excel Tips

**Want to easily adjust all of the columns in your excel document without doing each one separately or fitting each col-**

#### umn width all the way down?

First Click on the box, in the left top corner, to the left and above cell A1.

Clicking on this should highlight the entire spreadsheet

Now place your curser creating a "+" in-between column A and B, double click.

Now your spreadsheet should have adjusted each column to fit the text in each cell all the way down. Getting the "+" sign may take a little practice if you are not use to doing this.

#### Want to copy an entire spreadsheet in two clicks?

Repeat step one above, right click, select copy, then on your keyboard hit; "ctrl N", then "ctrl V" . You have now copied the entire spreadsheet into a new document where you can sort it, change it or extract data needed for your project, mailing list, etc.

See you next month ~ **T**



## Miss IAm Always Professional Information (aka: Miss Information)

Written by  
Crystal Schultze

### Slow Down Your Listening

Have you ever thought about the fact that in all your school years, you were taught Math, History, Reading, etc., but few of us were ever taught good communication or listening skills.

Do you find that your mind wanders when someone is speaking? Well, good news, you are not abnormal, and you do not have attention deficit disorder. Most people speak at a rate of 120 words per minute; however, we can *listen* at four times that speed. Because of this ratio, our minds then go to work to “fill in the gaps.”

Now that you are aware of this, you need to slow down your listening by forcing yourself to stay focused. When you stay focused, you can really comprehend everything the speaker is saying.



Like many forms of communication, e-mail is no less susceptible to the vagaries of short-hand, slang, jargon and plain silliness

Think before you press send. It's all too easy to bombard the people around you with a continuous stream of thought-bites via email. Whether you're an office newbie or you have simply fallen into bad e-habits, it's time to take stock of how you use email. Here's how to set the right tone and become a master user:

1. Dearest Sir. Flowery introductions are unnecessary, says Chris Horseman, the managing director of Balance Learning, a training company. But do make sure that you get the person's name right. “Don't make assumptions when you are talking to someone you don't know,” he says. Guessing the sex of the sender or confusing the order of Chinese names are common errors.

2. Build a rapport. “Always greet the recipient,” says Monica Seeley, who writes about and teaches good email practice. “And if you are responding to an email, mirror what has been sent.” Emails are often quick-fire, so take the time to create a good impression, particularly with someone you don't know well.

3. Pick up the phone. Ask yourself whether it's better to call and introduce yourself, particularly to a customer. “Don't be afraid to pick up and speak to someone even if they are only four floors away,” Seeley says. “A voice message can be much warmer [than an email].”

4. All users. It's one thing to press “reply to all” accidentally when you meant to send your message to one recipient, quite another to email

### Did you know...

- Studies show that walking fast can make great first impression. People who walk faster than others are seen as important and energetic. So pick up the pace and walk with a sense of purpose. You never know who may be watching you.
- You can stay current on technology by signing up for free e-newsletters. This is a great way to remain current on the new technology, especially since we live in a world of constant change. PC World has one that you may find very useful. Go to [pcworld.com/newsletters](http://pcworld.com/newsletters).
- 80% of our workday is spent on one main thing....communicating. About 45% of that amount is occupied by listening, the other half is devoted to speaking (30%), reading (16%), and writing (9%).

## HOW TO WRITE AN EFFECTIVE, POLITE, AND USEFUL E-MAIL

your entire organization, including the CEO, to ask to borrow a mobile phone charger. It's only a matter of time before such timewasters are served with email ASBOS.

5. DON'T USE CAPITALS. It's scary when people shout.

6. Keep it corporate. “Forget fancy formatting and stick to [your company's] corporate format,” Seeley says. “When an email leaves your organization, it can lose its layout.” Never, ever use emoticons, send jokes or use abbreviations that other people might misunderstand. “If you wouldn't be happy having your email message photocopied on to headed paper, don't send it,” Horseman says.

7. Keep it brief. “If it's going to be a lengthy email, use headers or bullet points,” says Louise Oliver, a spokesperson for Adecco, a recruitment company. “Use the subject header to summarize your message and put an overview of the objective in the first paragraph.” Attach background information, if necessary, in a separate document to avoid sensory overload.

8. Cyber stalking isn't cool. “Allow 24 hours for a response unless it really is urgent. If it is ur-

### Websites To Assist You

- ♦ Mike Robins has been a speaker at our IAAP California Division conference and he has some very insightful topics for discussion. These are very useful in developing your own career path and in team building as well.

You can sign up to receive his free E-zines (electronic magazine-type articles) and some even come with a short audio clip. Go to [www.mike-robins.com](http://www.mike-robins.com) and sign up for his free newsletter.

- ♦ Another helpful tool for all administrative professionals that contains a wide range of topics, can be found at the following: [www.admin-ezine.com](http://www.admin-ezine.com).

### Miss Information's Handy Hints

1. **Bee stings** - meat tenderizer
2. **Chigger bite** Preparation-H
3. **Puffy eyes** Preparation-H
4. **Paper cut** - crazy glue or chap stick (glue is used instead of sutures at most hospitals)
5. **Stinky feet** - Jell-O
6. **Ink on a shirt**—Hairspray

### Present Yourself Well

Keep in mind when doing a PowerPoint presentation these key points.

- ♦ Use font size 24 pt at minimum
- ♦ Test it “on screen” for clear focus and visibility
- ♦ Use it as an *enhancement* of your presentation
- ♦ Don't use it to read your presentation verbatim.

*Managers think about today. Leaders think about tomorrow.*

~ Dan McCreary



gent then pick up the phone,” Seeley says. Don't call someone to ask if they received the email you sent three minutes ago.

9. Think before you send. “Make sure that you are sending your email to the right person,” Oliver says. “Use your judgment before copying someone into your message. People ‘c.c.’ as an insurance policy,” she says. “It's always a balancing act of what's appropriate.”

10. Communicate, don't lecture. “Anything that's contentious, that might upset people or cause arguments... it's better to pick up the phone,” Horseman says.

# Which Versus That and Who Versus That

Grammar Girl™  
Quick AND Dirty Tips  
FOR BETTER WRITING



Hosted by  
Mignon Fogarty

Quick  
AND Dirty  
Tips™

## Which Versus That

Grammar Girl here.

Today's article is a new and improved version of the elusive episode seven: *which* versus *that*.

If you're confused about *that* versus *which*, don't feel bad. It's one of the most common topics people ask me about. I used to work as a technical writer, and I'd often edit documents in which people used the wrong word. More than once, I'd put in the right word, only to have clients change a perfectly fine *that* to a *which* and send it back to me. In fact, having a client try to overrule my correction of a *which* to a *that* was one of the things that pushed me over the edge and made me start the Grammar Girl podcast.

Here's the deal: some people will argue that the rules are more complex and flexible than this, but I like to make things as simple as possible, so I say that you use *that* before a restrictive clause and *which* before everything else.

### Restrictive Clause--That

A restrictive clause is just part of a sentence that you can't get rid of because it specifically restricts some other part of the sentence. Here's an example:

Gems **that sparkle** often elicit forgiveness.

The words *that sparkle* restrict the kind of gems you're talking about. Without them, the meaning of the sentence would change. Without them, you'd be saying that all gems elicit forgiveness, not just the gems that sparkle. (And note that you don't need commas around the words *that sparkle*.)

### Nonrestrictive Clause--Which

A nonrestrictive clause is something that can be left off without changing the meaning of the sentence. You can think of a nonrestrictive clause as simply additional information. Here's an example:

Diamonds, **which are expensive**, often elicit forgiveness.

Alas, in Grammar Girl's world, diamonds are always expensive, so leaving out the words *which are expensive* doesn't change the meaning of the sentence. (Also note that the phrase is surrounded by commas. Nonrestrictive clauses are usually surrounded by, or preceded by, commas.) Here's another example:

There was an earthquake in China, **which is bad news**.

### Expendable--Which

If you leave off the clause that says *which is*

*bad news*, it doesn't change the meaning of the rest of the sentence.

A quick and dirty tip (with apologies to Wiccans and Hermione Granger) is to remember that you can throw out the "whiches" and no harm will be done. You use *which* in nonrestrictive clauses, and if you eliminate a nonrestrictive clause, the meaning of the remaining part of the sentence will be the same as it was before.

### Needed--That

On the other hand, if it would change the meaning to throw out the clause, you need a *that*. Do all cars use hybrid technology? No. So you would say,

"Cars **that have hybrid technology** get great gas mileage."

Is every leaf green? No. So you would say,

"Leaves **that are green** contain chlorophyll."

It would change the meaning to throw out the clause in those examples, so you need a *that*. (Also note that the *that* clause isn't surrounded by commas. Restrictive clauses usually aren't set off by commas.)

Remembering to use *that* with restrictive clauses and *which* with nonrestrictive clauses is the best method, but the quick and dirty tip of using *which* when you could throw out the clause will also get you to the right answer most of the time.

## Who Versus That

Grammar Girl here.

Today's topic is who versus that.

Lesley called in with this question:

"My pet peeve is who versus that, as in "You know Bob, he's the guy that sold me my car." It drives me nuts. Or am I mistaken and it's just become part of the new English verbiage in the evolution of the language?"

I kind of talked about this question in episode 7, but other people have also asked the same thing recently, including Corinne, so I thought it would be worth going into a little further.

The quick and dirty answer is that you use **who** when you are talking about **a person** and **that** when you are talking about **an object**. Stick with that rule and you'll be safe.

But, of course, it is also more complicated than that. The who-goes-with-people rule is the conventional wisdom, but, on the other

hand, I did find a credible reference that says otherwise. I was shocked to see that my American Heritage Dictionary says,

It is entirely acceptable to write either the man that wanted to talk to you, or the man who wanted to talk to you. [emphasis added]

Wow. So I dug around some more and found that there is a long history of writers using that as a relative pronoun when writing about people. Chaucer did it, for example .

So, it's more of a gray area than some people think, and if you have strong feelings about it, you could make an argument for using that when you're talking about people. But my guess is that most people who use who and that interchangeably do it because they don't know the difference. I don't consider myself a grammar snob—this is "quick and dirty" grammar, after all—but in this case, I have to take the side of the people who prefer the strict rule. To me, using that when you are talking about a person makes them seem less than human. I always think of my friend who would only refer to his new stepmother as the woman that married my father. He was clearly trying to indicate his animosity and you wouldn't want to do that accidentally.

Finally, even if you accept the conventional wisdom, there are some gray areas and strange exceptions. For example, what do you do when you are talking about something animate that isn't human? That's a gray area, and it can actually go either way. I would never refer to my dog as anything less than who, but my fish could probably be a that.

One strange exception is that you can use whose, which is the possessive form of who, to refer to both people and things because English doesn't have a possessive form of that. So it's fine to say, "The desk whose top is cluttered with grammar books," even though it is obviously ridiculous to say, "The desk who is made of cherry wood."

So now you understand the details, but you can also remember the quick and dirty rule that who goes with people and that goes with things.

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 newsletter!

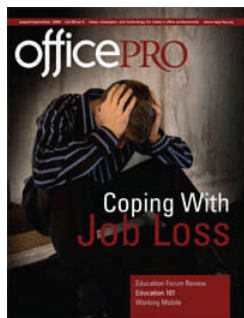
Quick  
AND Dirty  
Tips™

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 at 909-987-2591, or email her at [idam@cucamongavalleyiaap.com](mailto:idam@cucamongavalleyiaap.com)



With your membership to IAAP you receive a free monthly subscription to this great and informational magazine, a \$25 year subscription value.

## 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.
- December 9th —6pm. Our special Holiday Social will be held at the Frontier Project at the Cucamonga Valley Water District . Our guest speaker will be Elizabeth Misner, co-founder and Administrator of the BNI Foundation of BNI International Networking in Upland. Please join us for a special event for the holidays at the Frontier Project, Cucamonga Valley Water Dis-

trict, 10435 Ashford Street, Rancho Cucamonga, California 91730-2799 .



## Changing Your Knowledge, Skills, Abilities and Credentials

Mark Dombeck, Ph.D. and Jolyn Wells-Moran, Ph.D.

Knowledge, and skills are different but related sorts of things. Knowledge has to do with what you know; what you are aware of and what you understand about how things work and how things fit together. You may have come by knowledge first hand through life experience, or you could have taken it from books, websites and other means of recording. Skill or ability, on the other hand describes your ability to influence things; to take what you know and apply it so as to cause a real effect to occur. A certain amount of knowledge is a prerequisite of skill; you can't be skillful without first being knowledgeable. However, you can easily be knowledgeable without being very skillful. Knowing something intellectually is a very different thing than knowing how to make practical use of knowledge.

When the world was young and people lived exclusively in small tribal and family groups everyone knew each other intimately. Everyone's areas of strength and weakness were common knowledge and there was no need for certification. The modern world is a far more complex place. Knowledge has become highly developed and specialized and it is no

longer possible for one person to know it all, first of all. Secondly, it is now normal for people who are essentially strangers to one another to work together for the same employer. People need to have ways of demonstrating that they have mastered bodies of knowledge and skill to strangers who don't know them. Credentials, such as high school and university diplomas, professional certifications, and commercial licenses issued by trusted institutions and governments have become the way that people demonstrate their accomplishments to one another.

Life problems can be caused by a lack of knowledge, skills or ability, or credentials at most any stage of life. Your ability to learn more advanced knowledge and skill depends on your having first learned basic knowledge and skills. If you never are able to master basic knowledge and skills, your opportunities for further advancement will become very limited.

As a young child you might struggle to learn to read. You may lack proper instruction, or have an undetected learning disability. You may be left back a grade, or be passed on without having mastered that important skill. You may reach adulthood without having mastered reading if your circumstances are not fortunate. Because reading is a prerequisite for later knowledge acquisition, your ability to learn further knowledge will be severely stunted and your access to opportuni-

ties in life that depend on this further learning may also become artificially limited.

As a young person you may find yourself interested in someone as a potential romantic partner, but honestly not know how to approach them. Feeling unable to ask someone out on a date or make your feelings known for fear of making a fool of yourself can lead to painful self-doubt, a lack of self-worth feelings, and (if the situation does not resolve) years of lost time and experience that you cannot recover.

As an adult you might be interested in performing a particular sort of work but lack knowledge, skill or credentials necessary to take on that sort of work. Being prevented from working in this manner may cause you to be depressed. If your lack of knowledge, skill or credentials is keeping you from working at all, you may find yourself hungry; an altogether worse situation.

Also as an adult you may become depressed and then not know what to do to help yourself recover from that depression. Because you don't know what to do to cast off the depression, you may suffer with it for a longer than necessary time.