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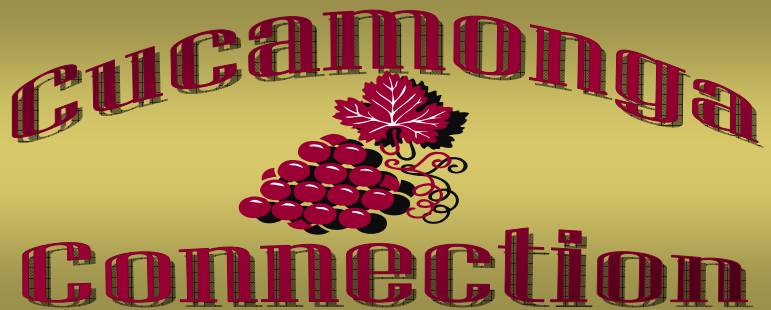
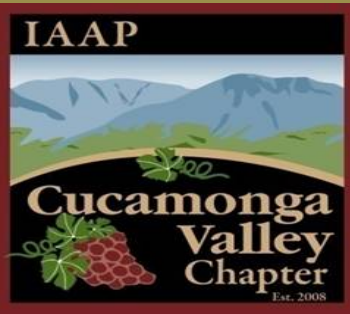
Ann-Marie Longanecker

### Ways and Means

Tina Watson

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VOLUME 3 ISSUE 7

MARCH 2011



# President's Message

It's that time of year again. . . . TAX TIME! I hope you take advantage of the tax deductions afforded you with IAAP. If you do the itemized deductions, and who doesn't these days, don't

forget to deduct any un-reimbursed expenses you have incurred by attending monthly meetings, purchasing study materials for the CPS/CAP tests, registration fees for the CPS/CAP test, Multi-Chapter Symposium, and Annual Conference; to name a few. Your professional growth is DEDUCTIBLE under Educational and Work Related Expenses!

I also learned something that doubled my return this year, and it may be of assistance to one of you. Hubby and I are getting near retirement age now, and my husband's only income is Social Security. Every year we would add our two incomes together, file jointly and pray! This year I asked if we couldn't file separately and low and behold what a difference it makes! First of all, my hubby doesn't need to file, so adding his SS to my income was really a huge mistake. And, although I hate to do anything without him, it sure worked out for the best! If you can't use this tip now, be sure to save it for when you can. . . .

Okay, enough about taxes! Your Cucamonga Valley Board has been working hard behind the scenes these past couple of months. I just wanted to let you know what's on the horizons at CVC:

- Thanks to our ever-efficient

VP Valerie Victorino, CPS, Toastmasters has agreed to speak at an upcoming meeting, but in the meantime they are forming a new group at Rancho Cucamonga City Hall, 10500 Civic Center Drive. If you are interested, please send me an e-mail [donna.kendrena@cityofrc.us](mailto:donna.kendrena@cityofrc.us) for more details.

- Thanks to the hard work and perseverance of our By-Laws Chair Bonnie Tazza, CPS/CAP and the Board's final review, we will be sharing several By-Law changes with the membership along with the slate of officers for 2011 / 2012 Board of Directors at our April meeting.
- Vicki Hahn, CAP has come up with some great ideas for marketing our Chapter to local businesses and we'll be rolling out that plan at our April meeting as well! Stay tuned. . . .

We're planning some nice surprises for the Admin Professional Day Event on Wednesday, April 27th! Make sure that evening is RESERVED for CVC!! We'll be celebrating the BEST Admins in California!! **You** and **you**, and **YOU!**

Top of the Morning and a Happy St. Patty's Day to All of You!



## Administrative Professional's Day! April 27, 2011—Murder Mystery!!!

This is *our week* and *our day* and this will be even more special since we will celebrate together on our regular meeting night! We have a really fun evening planned dedicated to Administrative Professionals Day. We have very special plans in the works. We will be having a **Murder Mystery night!**

A group of actors/servers will be coming to Dave and Busters just to entertain and engage us. We can all work together to solve the mystery before dessert is over!

Plan to join us for a special and fun evening dedicated to us!

# Calendar of Upcoming Events

Monthly meetings are normally held on the **4th Wednesday of every month at 6:00pm**. We hold our meetings at Dave & Buster's Restaurant on the east side of Ontario Mills Mall at 4821 Mills Circle, Ontario. We are dark in August and combine the November/December meetings.

## • March 23, 2011

**IAAP Meeting:** Dave & Busters—**Harry Perdue**-Body Language-"Reading People From the Outside In," requires learning nonverbal communication skills. Dr. Harry will show us how to use these easily mastered skills to accurately read practical things in others... like how a person thinks, fits into a job, and makes decisions. Interesting!

## April 27, 2011

**Administrative Professional's Day!**  
**IAAP Meeting:** Dave & Busters-

This is *our week and our day* and this will be even more special since we will celebrate together on our regular meeting night! We have a really fun evening planned dedicated to Administrative Professionals Day. We have very special plans in the works. We will be having a **Murder Mystery night!** A group of actors/servers will be coming to Dave and Busters just to entertain and engage us. We can all work together to solve the mystery before dessert is over! Plan to join us for a special and fun evening dedicated **to us!**

## • May 25, 2011

**IAAP Meeting:** Dave and Busters. Our annual **IMPACT Meeting** which means bring a friend (or lots of friends!). *It's our annual membership drive.* We will be having **Evelyn Gray**, a certified Peak Performance Coach, Speaker and Author who specializes in organization! We will all **learn how to get better organized**-in our work and at home. This is a can't miss meeting that will help us all!

## • June 22, 2011

**IAAP Meeting:** Dave and Busters-**Neil Kupchin**-Professional Motivator

and the Installation of Officers for 2011/12. Neil's subject will be "Planning and Managing Change Effectively"-especially in these times!

## • July 27, 2011

**IAAP Meeting:** Dave and Busters-**Game Night! Deal or No Deal!** More details to come, but this will be a fun night of friendly competition! This is also the first night of the new fiscal year for IAAP and welcomes a new and returning Board! Plan to join us for a fun evening and lots of networking!

## • August 2011

Dark...we will miss all of our friends, but we are gearing up for our next great year of fun!

## • September 28, 2011

**IAAP Meeting:** Dave & Busters—**Cindy Navaroli**-Personal Finance. Cindy will help us make sure we are doing our best at financial decisions!

## • October 26, 2011

**IAAP Meeting:** Dave & Busters—**Jack Lam**-City Manager for the City of Rancho Cucamonga. We are thrilled to have Jack come and speak with us-more details to follow!

## • December 2011

**Annual holiday party TBD**  
**Stay tuned for more information to come!**

## Events Around Town

• **February 26, 2011 (Saturday)**  
**Educational Seminar** hosted by the San Diego Chapter on Saturday from 8:30am to 12:30pm in Alpine, CA. See Donna for ore info!

## • March 6-9, 2011

**IAAP Spring Conference**  
Hyatt Regency Hotel, Tampa, Florida  
Sign ups are now being taken!

## • June 9-11, 2011

**California Division Meeting and Annual Educational Forum,**  
Hilton San Diego Mission Valley, San Diego, CA.

Sign up information will be sent out in February-watch for it. This is a great opportunity to network and improve yourself with lots of great speakers. Donna and I are going-are you going to join the fun??

## • July 24-27, 2011

**International Education Forum & Annual Meeting (EFAM)**  
Montreal, Canada

Watch for sign-up information soon!

## • October 1, 2011

**Professional Development Day**  
**Multi-Chapter Symposium**  
Cucamonga Valley Chapter is a **co-host to this exciting event!**

Location and times TBA



To reserve your spot for the meeting or to request a meeting flyer, please email:  
[valerie.victorino@cityofrc.us](mailto:valerie.victorino@cityofrc.us)



By Valerie Victorino, CPS Vice President

Member of Excellence

City of Rancho Cucamonga

# March 23rd meeting!

## Reading People From the Outside In



Researchers have found that 93% of communication is nonverbal. That means the words we use are only 7% of what we are trying to say. To become an effective communicator we must master the skills of nonverbal communication by learning to read people's faces and body language.

Face reading and body language are a means to better communication with every person we meet. Whether leading, managing, selling, hiring, negotiating, speaking or interacting, the ability to determine another's attitude and frame of mind quickly is a skill from which everyone can benefit.

Reading nonverbal communication is a valuable skill for individuals, leaders, business owners, managers and salespeople; because it is a tool that accurately informs you of practical things, like how a person thinks, fits into a job, makes decisions and spends money.

Our March meeting was terrific! Dr. Harry Perdeu taught us how to read faces and the importance of understanding how we can use that knowledge to better communicate with friends, family, and especially business associates. We highly recommend you purchase his book, "*It's More Than Words*" either from his web site at [www.harryperdeu.com](http://www.harryperdeu.com) or you can purchase it at Amazon.com. Thank you very much Harry, for your awesome information.





# Crystal's Corner

By: Crystal Schultze—  
City of Hesperia  
For March



## Are you *really* listening?

What would a conversation be without a speaker and a listener? Not a conversation at all. You need both. Yet we tend to focus on how well we perform as speakers, not as listeners—“What should I say? How should I say it? When should I say it?”

How much energy do you put into your listening skills? Polish up your listening skills with these tips:

- **Don't interrupt** or talk over the other person.
- **Don't cut it short** or rush to the “fix it” state of a conversation. Quickness can be good for getting things resolved, but halts trust-building.

*Interesting fact:* Research shows that men may be more likely to cut off the “venting” part of a conversation and jump to the “fix it” stage.

- **Confirm what you heard**, so the other person knows you understood.

I discovered, through some recent articles I read, that there's a distinction between listening *for* and listening *to*.

Often we listen for what we think we're going to hear. We put a filter on and don't hear the whole message.

Confirming what you heard allows the speaker to correct any

misunderstanding.

- **Use eye contact, head nods and verbal cues** (uh-huh) while the other person talks. Women tend to give more “behavioral” cues than men, research shows.

I have found that these are all areas that I need to work on and have discovered, after reading these articles, that I was most guilty of one thing that I believe most of us suffer from, which is the fact that I am more intent on what my response is going to be. I realize that I am really not listening to the other person at all. It takes a great deal of focused effort, but it is possible to learn how to listen to the other person and not just listening *for*.

## The Handy Tip Section

**Keep the size of a PowerPoint file low** with these three tactics:

1. Choose a smaller file format for graphics, such as JPEG rather than TIFF
2. Ungroup and regroup objects such as graphics and embedded

- spreadsheets
3. Don't allow Fast Saves, which can inflate the file size.

**Put a halt to communication overload** by limiting the number of people you add to any group or process. Every addi-



### One-Minute Strategies

tional person adds complexity and reduces productivity—since with every comment comes additional responses. Reconsider every individual you add to an e-mail's “cc” line.

# 2010-2011 IAAP CALIFORNIA DIVISION BOARD OF DIRECTORS



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Angie LaCarte  
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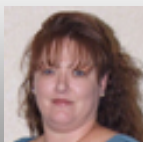
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This is our Sponsor page. If you know of any companies that would be interested in advertising in our newsletter and/or our web site, please contact Debbie Cabana at [dcabana@yahoo.com](mailto:dcabana@yahoo.com) Cucamonga Valley IAAP values our sponsors. Please support and patronize them.

### Links to IAAP Resources:

- CA Division:**  
<http://www.iaap-ca.org/index.html>
- IAAP Headquarters:**  
<http://www.iaap-hq.org/>
- IAAP Web Community:**



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

# SAVE THE DATE



## WELCOME IAAP 2011 to the Hilton San Diego Mission Valley

June 9-12, 2011

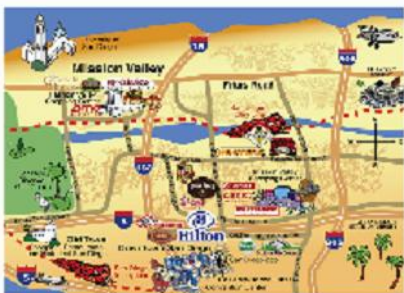
\$109.00 per night rate standard room single/double occupancy; rate valid 3 days pre and post

Complimentary self parking (\$14.00 value)

Complimentary high speed internet access in guest rooms (\$9.95 value)

15+ restaurants within walking distance: Benihana, Gordon Biersh, Friday's, PEI WEI, etc.

Walking distance to Mission Valley & Fashion Valley Malls...the SD Trolley goes to all SD Locations



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