

THE JOURNEY

President's Message

Aretha Franklin taught us how to spell it, and Webster's Dictionary defines it as

*...esteem for or a sense of the worth or excellence of a person,
a personal quality or ability,
or something considered as a manifestation
of a personal quality or ability.*

So what exactly is respect?

Every relationship in the world begins with respect, with a desire to place value on other people. But respect is a funny thing. We demand it from others and yet we expect others to earn it from us.

The reality is quite the opposite. We should be showing respect to others, even before they have done anything to earn it. And at the same time that we are showing respect to others, we have to expect to earn it *from others*.

But we're only half finished here. Respect is not only external (respecting others) but it is, more importantly, internal (respecting ourselves).

If we cannot respect ourselves, then we really do not have the capacity, or the understanding, to respect anyone else and everything is little more than lip-service. Why? Because respect and integrity (remember that little word?) are more than just shared core values of IAAP. They are "joined at the hip." You cannot have respect for yourself if you lack integrity. Lose one and you really do lose both.

So what is respect? It is the desire to place value – on yourself or on other people. Human relations author Les Giblin said, "You can't make the other fellow feel important in your presence if you secretly feel that he is a nobody." And I challenge to add 'OR YOU' to that sentence – that you yourself cannot feel important if you feel that you are a nobody.

You are important. You are worthy of respect – from yourself and from others.

I want to take this time to wish everyone a very Merry Christmas and a Happy and Healthy New Year.

Bianca M. Constance
President, New York State Division

Core Values

Respect: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

2009-2010 Division Officers

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Featured Chapter: Brooklyn

Brooklyn (named after the Dutch town Breukelen), is the home of Brooklyn Chapter IAAP. Our chapter color is yellow for the official flower of Brooklyn, the Forsythia. Brooklyn Chapter's Newsletter, *The Forsythian*, was named after this flower. As of 2008, the name of our newsletter is *The Brooklyn Chronicles*.

Sponsored by New York City Chapter, Brooklyn Chapter (NSA) was chartered April 16, 1953, with 17 members. Current members, we have 29 members.

Fast Facts: We sponsor a scholarship for students pursuing careers in the Business Administration/Office Technology field. We annually participate in Administrative Professional Week® programs with the Inter-County Council; Charities supported: Statue of Liberty Foundation, Madonna House, American Lung Association, Salvation Army, Toys for Tots, Bishop Mugavero Center, Administration for Children's Services; Members of the Year: 1994 – Helen Douglas CPS, Veronica Miller, Sarah Gatling and Barbara Thompson; 1999 - Rose E. Morgan; and Beatrice T. Williams - 1998, 2001 and 2007.

Our offices for 2009-2010 are: Hyacinth Robinson-Goldson, President; Jewel A. Mattison, Vice President; Joan Stallings, Secretary; and Diane Newlin, Treasurer.

Long before our current theme, *Power of Commitment*, our chapter has taken active roles at all IAAP Levels.

1963: Award for greatest membership participation in the CPS exam in the Northeast District; Syracuse hosted the Bowling Tournament, won by Brooklyn. 1968: Corning hosted the Bowling Tournament, won by Brooklyn. 1973: Awarded Professional Development Recognition for Excellence in Education Programming by the Int'l Education Program Committee; 2nd Place – Bulletin; 1st Place Bowling Tournament. 1975: 100% Renewal of Membership. 1976: 2nd Place Bulletin Award; 100% Retention of Membership. 1990: Education & Program and Membership Awards, Bulletin (1st Place). 1992: Barbara Thompson, Division Treasurer; Bulletin -1st Place. Recognized at International Convention for Membership Increase. 1993: Bulletin - 1st Place. 1994: Award in Education and Program. 1998: Education & Program; 100% Member Retention. 1999: Participated in the ICC-hosted 47th Annual Meeting held at the Wyndham Garden Hotel: Awarded Education & Program & Chapter Bulletin. Beatrice T. Williams, International Distinguished Chapter President Award. 2000: Newsletter - 1st place. 2001: Sponsored Greater Bronx Chapter November 29, 2001; Division Award - Education and Program; Beatrice Williams - Division Treasurer. 2002: Newsletter – 1st place; Beatrice Williams - Division Secretary. 2003: Chapter Newsletter – 1st Place; Rose Morgan, Division Building Fund Ambassador. Beatrice T. Williams, Division Vice President. 2004: Participated in the ICC-hosted 52nd Annual Meeting held at the Crowne Plaza LaGuardia Hotel. Co-Chairmen - Christine Haider CPS and Rose Morgan. Awarded Education and Program; Beatrice Williams - Division President. 2005: Beatrice Williams - International Committee on Nominations. 2006: Beatrice Williams - International Committee on Nominations. 2007: Diane Newlin, Division Education & Program Committee Chair. Beatrice Williams, International Committee on Nominations. 2008: Beatrice Williams, International Committee on Nominations; Division Board Advisory Council. 2009: 57th Annual Meeting hosted by the Division Board in Fishkill, New York; Co-Chairmen, Rose Morgan CPS/CAP and Beatrice Williams; Diane Newlin, Hospitality Committee Chair. 2010: Rose Morgan CPS/CAP, Division Certification Chair, Beatrice Williams, Division Strategic Planning Committee Chair and Board Advisory Council.

Hats off to Brooklyn!

Submitted by Beatrice T. Williams, Past New York State Division President

Save The Date! Mark Your Calendars Today!

May 21-23, 2010. Flower City Chapter is hosting the 58th New York State Division Annual Meeting in Rochester, New York.

Next month, we journey upstate to Albany for the Capital District Chapter.

A New Era – Be Dynamic – Simon T. Bailey

As the curtain closes on one decade, we prepare to step into a new decade that is full of hope and promise. There are some that are looking forward to starting a new chapter. I was recently invited by the president of GetMarried.com to spend a day with her brilliant team and share how to be brilliant in times of change. During our session, I asked the staff "what will you personally do to add value and take your performance to the next level?" Lauren, who was sitting right up front, piped up and said "It's time to be dynamic!"

I searched my memory bank to see if I had ever witnessed a first person account of this simple yet profound phrase. The answer was no. Nevertheless, something began to awaken the spirit of hope and possibility began to stir in my soul.

When it is time for you to shift into a new reality, you will hit an air pocket of resistance that will cause unexpected turbulence in your journey. Here's the deal - when life gets bumpy, it's time to rise to a new altitude. That new altitude is summed up in two words - "Be Dynamic"

You know it and I know it... you were born to be the very best at whatever you set your mind to. If you are a mother, then be a dynamic mother. If you are a salesperson then be a dynamic salesperson. Mediocrity is the antithesis of dynamic living.

You possess within yourself the ability to leave a significant imprint instead of making a fleeting impression. Individuals who decide to be dynamic in whatever they set their mind to leave an imprint. You can see it in every field of study, every industry, every vocation. Look through the annals of history and you will see men and women who rose to the occasion in their era and we are still talking about them today. Why? They decided that mediocrity was for those who wanted to live at a low altitude.

Whatever you do and wherever you find yourself at this season of your journey...just open the vault of your potential and determine to be dynamic everyday in everyway.

Be a dynamic thinker - The quality of your questions showcase the quality of your thinking. The quality of your questions will determine the quality of your answers. Here are four questions that you should answer right away:

Where have I been? Why am I here? What can I do? Where am I going?

Be a dynamic leader - Real leadership is about leading change. Everything else is maintaining the status quo. Teams are looking for leaders who will challenge them to rise to the occasion and not to forget to say thank you for a job well done. Teams will increase their level of engagement when they work for a leader with a vision instead of a boss with an agenda.

Be a dynamic giver - Always remember that an open hand is always full. Give away what you want to attract into your life. Every time you give, the better you feel. The clearer you think and more open you become to giving to those who need groceries, cars, paying rent/mortgage, and anything else that comes to mind, the better your well-being.

Turn the page...Oh Brilliant One, it's your time to be dynamic.

The Protocol Post

In time for the holiday season, I have extracted the following question and answer from the December 2009 Issue of *The Protocol Post* by Jacqueline Whitmore, a foremost authority on business etiquette and protocol. To receive her monthly e-zine entitled *The Protocol Post*, go to www.EtiquetteExpert.com and sign up at "Free E-Newsletter."

Holiday Etiquette Q&A

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Here are some holiday-related questions I'm frequently asked this time of year. Enjoy!

Are guests required to RSVP to an electronic (evite) party invitation?

*Yes. Usually an evite requires a yes or no answer. It is common courtesy to RSVP to any invitation, regardless of how it is sent.*

Is an email a suitable substitute for a thank-you note?

*Yes, sometimes. However, nothing trumps the class and elegance of a good, old-fashioned, handwritten note. But an email is better than nothing at all. For small favors, email is fine. For large favors, dinner at someone's home, a gift of some kind, write a thank-you note. Thank-you notes make a stronger, more lasting impression. It's never too late to send a thank-you note but try to do so within a week after receiving a gift, especially if you receive cash or a gift card.*

If a co-worker gives me a gift, am I required to give him one in return?

*No, but a thank-you note should be in order.*

If a guest brings me a bottle of wine as a hostess gift, do I have to open it or may I save it for later?

*You are not required to immediately open a bottle of wine that someone gives you. It's up to you either be consumed at your leisure or not at all.*

If a friend or family member gives me a lavish gift, should I reciprocate with something just as lavish, even if I can't afford it?

*Not every gift you give has to come from a store. If you don't have a big budget, consider giving the gift of your time, your presence, a donation or volunteerism. And the best gifts come in the form of a phone call, a letter or a personal visit. Don't put any undue stress on yourself. Do what you can and don't worry about the rest.*

Once a man has made a commitment to a way of life, he puts the greatest strength in the world behind him. It's something we call heart power. Once a man has made this commitment, nothing will stop him short of success.

~Vince Lombardi

## Celebrating the Season? Preserve Your Professional Image

Welcome to the final installment of this year's series of Monday Motivators e-zines! It's been a great year, and I can't thank you enough for joining us in our continuing journey to promote workplace excellence and administrative effectiveness!

In this special edition, I want to cover a topic that's worth repeating every year because it is so important to helping or hindering your career. Specifically, that topic is "appropriate behavior at holiday business functions."

Ever see a movie where people at work parties are laughing it up, acting crazy and practically dancing around wearing lampshades on their heads? (I can think of one film from the '60s where visibly tipsy managers and employees were toasting each other in the office - something that, from a risk-management standpoint, is almost unheard of these days!)

Well, those crazy times are long gone - though some people are reluctant to admit it. They think that meeting their colleagues socially means they can let their hair down and be themselves. And, to some extent, that's true.

But certain misjudgments - for example, having a bit too much to drink, speaking a little too liberally about things you might otherwise prudently discuss in private, or acting in ways that detract from your professional image - can and will be remembered!

Have fun, by all means. It's the holidays! My advice is to keep listening to that wonderful, wise voice in the back of your head that protects your professionalism so you can continue to advance in your career ... and save the extra heaping of holiday joviality for your family and friends.

Happy holidays - and a Happy New Year, too! See you next on January 4, 2010!

Joan Burge

Joan Burge, a renowned author and administrative expert, has been a visionary for administrative training and development since 1990. One of the first to venture into the administrative training industry, she has become an international administrative expert, trainer, author, and consultant. With more than 36 years of experience in the administrative field, as well as in training, speaking, consulting, and entrepreneurship, Joan Burge equips executive assistants, administrative assistants, secretaries and office support professionals to move beyond task work to higher-level functions that meet the ever-changing demands of today's workplace.

Joan has a weekly e-zine entitled "Monday Motivators." If you are interested in receiving this newsletter, please go to [www.OfficeDynamics.com](http://www.OfficeDynamics.com) and click on the "Monday Motivators" icon on the left-hand side and follow the instructions.

Visit us online at our new home at [www.iaap-newyorkdivision.org](http://www.iaap-newyorkdivision.org).

Tell us what you think of it!