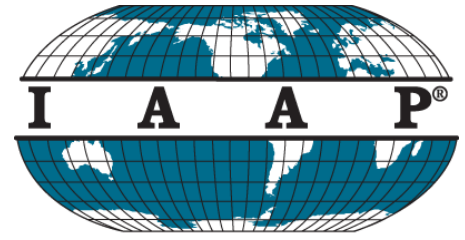


Plaza 205 Mobile Chapter *Connection*



International Association of
Administrative Professionals®
Plaza 205 Mobile Chapter

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From the President

I would like to thank you for your confidence in me and the opportunity to serve as chapter president once again.

Our chapter is facing an uphill climb to increase our membership as we are soaring above a downturned economy, more duties and less pay, no salary raises, layoffs, and hiring freezes, to name a few significant changes many of us find ourselves in. But, we rise to the challenge.

Due to the recent devastation caused from the tornadoes in northern Alabama, many of our fellow admins were temporarily without work and, in many cases, work places; but one thing I noticed—they didn't quit. Many of them worked hard to get their offices back into shape and they



Please see *President* on page 2

Events Calendar

Plaza 205 Chapter Events

June 28, 2011—Installation of new officers, Blue Room of Government Plaza

July 26, 2011—Membership meeting, guest speaker Mobile County Commissioner Connie Hudson, Blue Room of Government Plaza

Alabama Division Events

June 24-26, 2011—59th Annual IAAP Alabama Division Meeting, Radisson Inn - Huntsville Airport

IAAP Headquarters

July 24-27—Education Forum & Annual Meeting, Montreal Convention Center in Montreal, Quebec, Canada.

Oct. 9-12—IAAP Fall Conference, San Diego, CA

PASSION & PURPOSE

PLAZA 205 MOBILE CHAPTER

International Association of Administrative Professionals is a non-profit organization for office professionals with nearly 600 chapters worldwide, enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development.

Program Highlights

This month's meeting was held at Freedom Court Reporting due to equipment logistics.

Jennifer English of Freedom Court Reporting spoke on video conferencing.

She said the use of audio and video telecommunications can bring people at different sites together for a meeting, interview, deposition, etc. A video conference can involve as few as two people in a private office setting or more than one person in up to 30 different sites.

It was initially used by corporations, but has now expanded to include government, education, health and the legal field.

Jennifer said video conferencing is cost effective as it allows clients to meet without travel, employees to telecommute from home, banks to connect with customers, and prisoners to make initial court appearances in some counties. Video conferencing can take place either through an IP address or an ISDN connection.



Jennifer English with Freedom Court Reporting describes video conferencing to the IAAP Plaza 205 Mobile Chapter members and guests.

President from page 1

actually looked forward to getting back to the old IAAP, if only to let them know grind. Sometimes it takes do- what our northern chapters ing without for us to appreci- are accomplishing. This ate just how good we really alone should inspire you to had it to begin with. We also share our chapter's endeav- need purpose in our lives. As ors and make you proud to our northern neighbors are be a part of this organiza- rebuilding, so should we. tion.

Can You Find Me Now?

If you have recently moved or changed your e-mail address, send your new contact information to membership@iaap-hq.org. **Make sure you stay connected.**

Plaza 205 Mobile Chapter Officers

President	Linda Baker	574-3333	lbaker@mobile-county.net
Vice President	Connie Williams	470-0321	connie.williams@bp.com
Secretary	Edith Nassar	574-5980	enassar@mobile-county.net
Treasurer	Faith Koppersmith	208-7012	koppersmithf@cityofmobile.org

Kenny's Komputer Korner

Outlook Pointers

•Find all messages sent by the same person

Right-click a message from that person, and then on the shortcut menu, point to **Find All**. Click **Messages from Sender**. The **Advanced Find** dialog box displays a list of all messages in a folder from that person.

•Get a different view of the way that Outlook groups messages

By default, Outlook groups messages by periods of time such as **Today**, **Yesterday**, and **Last Week**. To collapse a section to see only the group heading, select any mes-

sage and then press the **LEFT ARROW** key. The **RIGHT ARROW** key expands the group.

•Save multiple attachments at one time

Open the message. On the **File** menu, click **Save Attachments**. Click **OK**, and then click the folder where you want to save the attached files. Click **OK**.

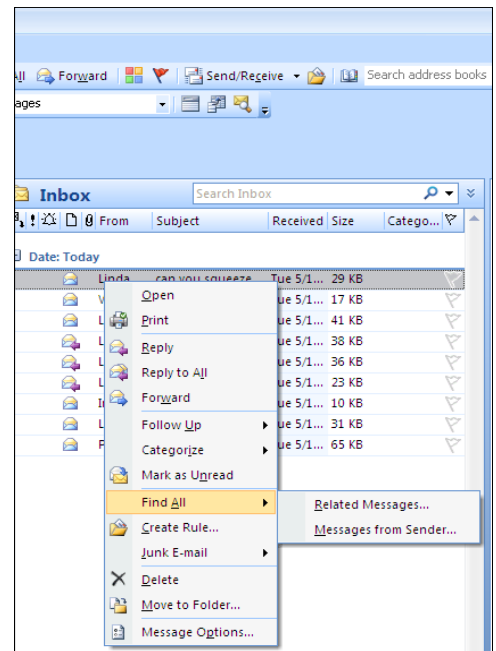
•Quickly create an appointment in Calendar

Click the day, drag over the block of time when the appointment occurs, and then type a description.

•Automatically open someone else's Inbox or

Calendar

If you have permission, you can have Outlook automatically open another person's Inbox or Calendar when you start Outlook. Just leave the other person's folder open when you exit Outlook.



CPS/CAP Certification Deadlines & Test Dates

Exam Dates

Application Deadline Dates

November 4-5, 2011

August 15, 2011

- The CPS and CAP exams are administered on the first consecutive Friday and Saturday every May and November.
- Part 4 of the CAP exam is administered on Friday afternoon.
- Parts 1-3 of the CPS and CAP exams are administered on Saturday.

Monthly meetings are held the last Tuesday of each month in the Blue Room, Ground Floor, of Mobile Government Plaza from noon to 1 p.m.

Committee reports

The Plaza 205 Mobile Chapter selected its committee chair persons for 2011-12. They are:

➔ **Connie Williams**
Certification

➔ **Edith Nassar**
Membership & Ways and Means

➔ **Faith Koppersmith**
Bylaws

➔ **Linda Baker**
Program/APW/Education

Faith has offered to serve on the Ways and Means Committee and Edith will continue working on our chapter newsletter.

Edith is researching ways to recruit new members and will have a report ready at the June meeting.

If any member is interested in serving on a committee, please let the chair person know.

Birthdays

Julia Draine June 19
Christine Adams June 23
Happy Birthday!



Making a graceful exit

By **Edith Nassar**

You've received a job offer in another department, put in your two-week notice and cleaned out your desk. There's only one more detail to take care of before starting your new job—the exit interview.

An exit interview is defined as “an interview that an employee who is resigning has with an employer to discuss the reasons for resignation.” The exit interview is usually conducted by a third neutral party, such as a supervisor from the human resources department.

The purpose of an exit interview is so the employer can gather data from departing employees about the practices, policies and procedures of the department, said Ms. Finise Howard-Burnett, human resources coordinator for the Mobile County Commission Administration.

Ms. Howard-Burnett said the exit interview is a tool the County Administration often uses, and can be beneficial for both the departing employee and the employer. This is your opportunity to voice your concerns and give some feedback on your work experience. You may leave due to poor management, lack of opportunity for growth and development, or other reasons, and your HR

department may gather some helpful data during your exit interview that can later be used in management training.

“Some employees are more comfortable with discussing problem areas once they are separating employment. Therefore, we can use those comments to improve on departmental policies and procedures, supervisory training needs, salary discussions, expectations, etc. This information can also be used to retain current and future employees,” Ms. Howard-Burnett said.

The exit interview also gives the employer the opportunity to receive issued equipment, such as keys, card keys, cell phones, lap tops, etc. and to discuss or complete final paperwork, such as continuing group health benefits (COBRA) or Retirement credit/refund information.

Exit interviews are encouraged, but you do not have to submit to one, Ms. Howard-Burnett said. “In the Administration department, exit interviews are not required. However, as a general rule it should be. There's no rule for ‘discipline’ if an employee declines.”

Edith Nassar serves as secretary to the Deputy Administrator in the Mobile County Commission Administration.