



THE RECORD

"Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development."



October 2011

Shoals Chapter

2011-2012 Officers

President:

Susie Bradford

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President-Elect:

Patricia Wood, CAP

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Vice President:

Kelly Ford, CAP

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Secretary:

Deborah Hensley, CAP

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Treasurer:

Cindy Wright

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Alabama Division

<http://www.iaap-hq.org>

IAAP Headquarters

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Message from Our President

Change is the law of life. And those who look only to the past or present are certain to miss the future. ~ John F. Kennedy, 35th President of the U.S.

I feel this quote is an appropriate way to start this article. Throughout the 2011-12 programming year, Shoals Chapter IAAP will be ushering in change...some changes have already taken place. In any successful transition from the old to the new, the first step is recognizing that change begins with letting go of something (and sometimes many things). We are creatures of habit. We do things in the same routine because it is comfortable for some. Asking people to change the way they operate or think is asking them to move outside their comfort zone. "Because we've always done it that way doesn't mean you have to do it that way". I want to just ask you to hang in there. Change is never easy, I can attest to this myself; especially as we get older, it becomes more difficult. When I was younger and more "free to do what I wanted" I had no problems with change. As I matured and became settled in my career and lifestyle, change has become very difficult. I have to be willing to accept that change will happen whether it is good or bad or whether I agree or not. But to find out what changes will improve our chapter we must experiment with change.

One change that we are striving for is to earn the Chapter of Excellence. This is not an easy task; it requires a great deal of dedication and effort from chapter members to achieve this status. But we are well on our way.

In July, our board of directors, and anyone else who wanted to participate, had a one day conference to plan our year and get our Shoals Chapter IAAP on track to become a Chapter of Excellence. We invited Stacey Brewer, president of the Huntsville Chapter IAAP, to be our speaker. **WOW!** Is all I can say. Stacey showed us what our chapter was lacking and what our chapter was capable of doing and becoming. Stacey guided us in developing a vision statement and the mission

that is at the top of this He helped us figure out strengths, weaknesses, and threats were. Then developed a business plan strengthen and grow our also increase awareness benefits to be gained association. We set goals 2011-2012 year and these shared in later newsletters. This newsletter is a product of that meeting as well as developing a webpage for our chapter. The webpage is in progress and will take a little longer but the communication committee is working hard on that project. We would love feedback on these changes from our members. Just send me or any of our officers listed on this newsletter your suggestions.

2nd Annual Administrative Assistants' Conference is on October 21 at the Marriott Shoals Conference Center. For information and registration go to www.una.edu/continuing-studies and click on Administrative Professional - IAAP.

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One major change that has already been implemented and was stressed at our conference is "DO NOT conduct business in chapter meetings". Business is conducted at board meetings and these meetings are open to all members to attend and we welcome any input. Members come to chapter meetings to hear informative professional speakers and to network with other professionals. They don't come to hear discussions about planning and details that should have taken place at committee meetings, or to debate and decide issues (continued on page 4)



Shoals Chapter 2011-2012 Officers



Susie Bradford, president of the Shoals Chapter, has been a member of IAAP for six years. She has served as secretary and president-elect, as well as on various committees. In 2010, she received a certificate of completion in Professional Office Administration from California State University, Fullerton. Susie is an Administrative Assistant at the Boeing Company in Huntsville where she has supported the Deputy Director of Contracts & Pricing for 11 years. She is the current leader of the Boeing Association of Administrative Professionals (BAAP) at the Huntsville site. This organization offers training, professional development, and networking opportunities for administrative professionals across the Boeing Company. They also share resources, technical tips, best practices, and process improvements.

Susie and her husband Ken have been married for 34 years, have 2 married daughters and two precious grandchildren, Jackson age 4 and Sophie age 2.



Patricia Wood, CAP, is our president-elect. She is employed at the University of North Alabama as the Senior Administrative Assistant to the Director of Residence Life. She joined the chapter in 2007. Patricia has an associate's degree in computer science. She attained her CAP certification in 2009.

She is married to Tom and has four sons: Adam, Eric, Isaac and Jared. Her oldest son Adam is married to Anna and they have given Patricia and her husband their first grandchild, Abigail Dawn, born this year on May 13. Patricia is very excited to have a granddaughter even though she had to wait 27 years to get a girl. She has lived in Florence for 5 years and enjoys the outdoors and riding on their Harley Davidson motorcycle.



Vice President Kelly Ford, CAP, joined the chapter in 1998 and has served on various committees and as recording secretary, treasurer, president-elect, and president. She co-chaired the 2000 Alabama Division annual meeting and has served as chair of the Alabama Division Bylaws & Standing Rules Committee. She has a bachelor's degree in English and professional writing from UNA and associate degrees in secretarial administration and general studies from Central Texas College. She attained her CAP certification in 2009. She also has a certificate of paralegal studies and is a master gardener.

Kelly is married to Bill, a letter carrier for the Florence post office. They have a son, Josh, daughter-in-law, Parris, and grandson, Cahlan. Kelly and Bill live in Florence with their cocker spaniel, Bailey.



Deborah Hensley, CAP, currently serves as the secretary for the Shoals chapter which she became a member of in 2007. Since becoming a member she has also served the chapter as treasurer for two and a half years and on various committees. She has a Bachelor of Arts in Communications with an emphasis in business from Abilene Christian University. In 2009, Deborah attained her CAP. Deborah is employed at the University of North Alabama as a senior administrative assistant with the Office of University Events.

Deborah is married to Jeffrey, an engineer with the Missile Defense Agency. They have two daughters Victoria and Emmaleigh. Deborah and Jeffrey live in Killen, AL with their youngest daughter Emmaleigh and a Schnoodle named Oliver.



Treasurer Cindy Wright joined the chapter in 2010. She is the executive assistant to the executive vice president at American Wholesale Book Company, which is the warehouse for Books-A-Million. She is currently working toward obtaining her CAP-OM certification. She attended the University of Georgia. Cindy has lived in the Florence area for 16 years and enjoys swimming, spending time with family and friends, and is an avid reader. She has a daughter, Elizabeth, son-in-law, Sean and four grandchildren: twin boys, Caleb and Joseph, Brianna, and Kenneth, who live in Arkansas.

Cindy is an independent consultant for Tastefully Simple® and enjoys conducting tasting parties with her clients.

Our Newest Members

Please join us as we WELCOME Nicole Hagood and Gayla Gist to the Shoals Chapter IAAP. They both work for upper management at Listerhill Credit Union. Nicole is the executive administrative assistant to the president and Gayla is the executive administrative assistant to the credit union's vice presidents.



Nicole lives in Rogersville and graduated from Freed-Hardeman University in 2002 with a B.A. in Communication/Public Relations and will graduate from Heritage Christian University in 2012 with a B.A. in Bible. She has worked in banking and marketing with several banks in the Shoals area before joining Listerhill Credit Union.



Gayla lives in Tuscumbia and graduated from Northwest-Shoals Community College with an Associate Degree in Business Administration and from UNA with a B.S. degree in interiors. She is married to Bill Gist and has one son, Noah.

We are excited to have our two new members who joined in August. Thanks to Joan Smith, CPS/CAP who referred them.

Retirement Trust Foundation Information



How many times have I said: I wish I knew then what I know now. Why didn't I plan better? I can retire next year, but where would I live? I have a 401K but due to the economic downturn, I am not sure I have enough to live on. I don't have a pension. It's funny. The people I have supported during my administrative career have the means to support themselves during retirement. What am I going to do...work forever?

If this sounds like you, there is help available. The Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation is here for you. HSAN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria.

The next deadline is November 15th. Go to www.iaap-rtf.org for more information.

THE RTF STANDS READY TO HELP ADMINS IN NEED!

Alice Schultz, CPS
Southeast District

(Message from Our President, cont'd from page 1)

the board was elected to handle. Also, we have formed committees to help share the work so that everyone can have a part in our chapter. If you are asked to chair or participate on a committee, please consider it or if you would like to help on any of our committees, please contact our officers.

I want to take a minute and say a special thank you to Stacey Brewer, CAP for all his help. We could not have done this without you, Stacey. Your enthusiasm for IAAP is very contagious and your input has helped us on our way to becoming a Chapter of Excellence.

Our calendar for the month of October is included in this newsletter. All our meetings are listed and what our topic will be for the chapter meeting. Please invite your fellow admins to attend and help us grow our chapter and become a Chapter of Excellence.

Susie Bradford
President, Shoals Chapter IAAP

OCTOBER 2011



IMPORTANT THINGS:

October 13, 5:30 p.m.
FLPL Chapter Program
"Business and
Professional Speech" –
Stephanie Montgomery

October 25, 5:30 p.m.
FLPL Officer Board
Meeting

October 21,
8:00 am-4:30 pm
Administrative
Assistants'
Conference

SUN	MON	TUES	WED	THUR	FRI	SAT
						1
2	3	4	5	6 Happy Birthday Odelle Sockwell	7	8
9	10	11	12	13 Chapter Program 5:30 p.m. FLPL	14	15
16	17 Happy Birthday Benita Logsdon	18	19	20	21 Administrative Assistants' Conference 8:00 am to 4:30 pm	22
23	24	25 Chapter Board Meeting 5:30 p.m. FLPL	26	27	28	29
30	31					

IMPORTANT DATES!

October 13
Chapter Program
5:30 pm @
Florence-Lauderdale
Public Library

October 16
National Boss's Day

October 21
Administrative Assistants'
Conference at UNA East
Campus
www.una.edu/continuing-studies

October 25
Officer Board Meeting
5:30 pm @
Florence-Lauderdale
Public Library
(open to all members)

Exercise to find motivation

Studies show regular exercise improves health, which can lower healthcare costs. So it's no wonder many employers are urging workers to go for the burn. But if the prospect of lowering health premiums isn't enough to tempt you to get moving, consider these lesser-known exercise benefits:

- Regular exercise increases brain power by increasing blood flow to the hippocampus, the brain area that's crucial for learning as well as regulating memory and emotions.
- Exercise can help preserve eye function by reducing irregularities in blood vessels.
- It reduces blood sugar in the mouth, which means bright smiles and less money spent on teeth whiteners.
- And working out boosts immune function. So even if workers do get sick or injured, they'll recover faster.

—Adapted from "To exercise or not to exercise—here is the inspiration," by Nancy Churnin, on the [Dallas Morning News Fitness blog](#)

Five mistakes to avoid when sending e-mails

Enhance the effectiveness of your e-mail communication by sidestepping the following pitfalls, suggests David Shipley, coauthor of *Send: The Essential Guide to Email for Office and Home* (Knopf):

1. Vague messages. Include specific questions or requests along with dates and times, if possible.
2. Communications that should take place face-to-face, such as firing employees or giving them performance reviews.
3. The incessant follow-up, such as exchanging multiple messages of "Thanks!" and "Don't mention it!" and "Great!"
4. Sarcastic notes, which are invariably taken literally and cause hard feelings when sent via e-mail.
5. Overly casual messages in the office, especially when addressing those higher up the food chain.