

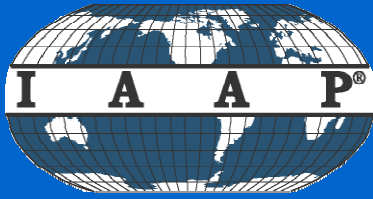


Prince George's Chapter

Administrative Prose

January/February

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International Association of
Administrative Professionals®

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Meetings are held the 2nd Tuesday of each month at Local 26 Conference Center
4601 Presidents Dr., Ste 255
Lanham MD 20706
6:00 pm - Networking and Light Refreshments
6:30 pm – 8 pm Meeting

Rejuvenation & Transformation

Strategic Planning Ahead

With the holidays behind us and a brand new year in front of us, we have time to ponder our future. Do you realize that 6 months of this IAAP year has passed? What do we want to do with the remaining 6 months?

A better question is what you see for the future of the chapter and what role do you want to play.

Making Room at the Table

What comes to mind when reading the above heading? Do you think of hospitality, membership or family and friends sharing a meal? Or do you ever wonder why there is room at the table.

We've heard perhaps in our own households or even said it ourselves that there is always room for one more. We are always looking for new members to share the opportunity of our great organization. We have IMPACT meetings, educational programs, board meetings, and fundraisers. What else can we do? What can we show potential members of our plans for the future other than our previous successes?

Transformation & Rejuvenation

To me transformation means changing for the better. What can we do to transform our future together as a chapter? What can we do to change ourselves for the better? We've taken steps to change our professional selves by joining IAAP®.

Note that the first sentence in the above paragraph says changing not change. This is not a one time event. Changing is constant, no pun intended. We are successful in our careers because we can handle the many changes that come our way.

Let's take advantage of the energy that the new year brings and rejuvenate our future with Prince George's Chapter and IAAP®.

Meeting Date Set

The Strategic Planning Committee will meet Saturday, January 26 at 10 am. We will follow Chapter 3 in Advanced Organization Management as a guideline. An agenda will be emailed prior to the meeting. Please email [Cathy Spencer](#) if you are interested in attending. Lunch will be served.

Upcoming Events

January 18 – 19, 2008
DE-MD-DC Division
Certification Conference,
Annapolis, Maryland

Wednesday, February 13 –
Chapter/Program Meeting

February 15 – Deadline for
CPS/CAP Application for
Exams

March 1 – Spring Fling
sponsored by DE-MD-DC
Division's Community Service
Committee

March 8 – IAAP Members work
at MPT 3 – 11 pm

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The Benefit of The Doubt

A Coaching Clinic with Sharon Juden

How many times have you been so preoccupied with your own thoughts that, when someone speaks to you, you either ignore them or give an abrupt reply? And how many times have you been rushing somewhere and driven your car impatiently as a result, cutting people up or driving too close to their tail? Did you mean to be rude, thoughtless, and even a bit dangerous? Of course not!

You know you're not any of those things. But people don't always give us the benefit of the doubt. They may well imagine you to be insensitive and bad mannered – or worse.

Since we can't change others, but we can change ourselves, let's think about what happens when we give someone the benefit of the doubt. Perhaps we could be more understanding and make a greater effort to assume that people's negative behavior is the result of something we don't know about. There is benefit to ourselves and the other person when we give the benefit of the doubt!

Other People's Shoes

I read a story once about a man traveling on a train. He was trying to read but there were two young children who kept running up and down the aisle beside him making lots of noise. He tolerated it for as long as he could, but eventually got so angry with them that he confronted their father: The father was completely ignoring them and seemed distracted. The angry man demanded to know how the father could sit there listening to his children shouting and not do anything about it. The father turned to him, clearly deeply upset, and apologized. He replied that his wife had died a few days earlier and he hadn't the heart to tell his children to sit down and be quiet.

Not all situations can be excused so easily, but perhaps we should take heed of the saying: "Never judge a person until you've walked a mile in their shoes": So let's look at what's behind the way we react to other people, and see how we might change that.

What Are Our Expectations?

One of the key drivers of how people react to others is their expectations of how things *should be*, and how people *should behave*. Sometimes, however, people set such high expectations and "rules that must be obeyed" that other people just can't live up to the mark.

Why do they do this? Often it's about setting boundaries to live within, which makes life feel safer and more predictable. However, when someone else dares to break those rules, the "rule-setter" may be left feeling uncomfortable, irritated, angry, or even frightened. Interestingly, this reaction can say much more about the rule setter than it does about the person breaking the rules.

A Positive Approach in Practice

In order assume positive intentions and give other people the benefit of the doubt, we need to shift our mind set and change our habits. We need to train ourselves to set realistic expectations of other people, and assume

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Prince George's Chapter

that they did not set out with the express intention of upsetting us.

It takes patience and practice to do this, however the rewards are worth it – you'll almost certainly feel a whole lot more positive in your outlook and relationships with others.

Here are some practical tips to practice, to help you make the change...

1. Think of situations where other people upset you or make you feel stressed. Make a list of things that do this, whether at work or at home. For each situation, think about what your expectations are. Are they realistic? Or can you let go of your old expectations, and see others "with new eyes"?

2. Remind yourself each day to stop before judging other people too harshly, or taking their actions or comments to heart. Train yourself to give the benefit of the doubt by considering other people's situation, before jumping to a negative conclusion.

3. Learn new language for the disappointments and upsets that are part of everyday life. Keep them in context and reduce the negativity of your reaction. The late report from a colleague is not "a disaster – he obviously wants to make me look bad". It's simply "an inconvenience": And assuming a positive intention, you might help a colleague who's struggling, as well as avoid the negative feeling that go with the earlier response.

Give it a try – Give the benefit of the doubt, and enjoy the benefit for you and other people around you!

This article by Sharon Juden, Mind Tools Career and Life Coach, is taken from her regular series of Coaching Clinics in the Mind Tools Excellence Club. To find out more about the Club and the range of resources enjoyed by members, you can now take a tour of the Club, click [here](#).

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Mind Tools site (<http://www.mindtools.com>)

Subscription email address for the newsletter
(<http://www.mindtools.com/subscribe.htm>).

OfficeTeam Offers FREE Online Training

By Dian Smith, Associate Member

OfficeTeam is the specialized administrative staffing division of Robert Half International. OfficeTeam places highly skilled administrative temporaries ranging from receptionist and administrative assistant, to executive assistant and office manager. *OfficeTeam is the only staffing service officially endorsed by the International Association of Administrative Professionals* as the premier provider of specialized administrative temporaries and with an exclusive alliance with the American Business Women's Association because of our unique specialization and quality of service.

OfficeTeam's relationships with IAAP and ABWA reflect our continuing commitment to service excellence. Our Staffing Managers are involved in the local chapters of these organizations, and regularly provide members with career management information. The alliances with these

Quotes

Our lives begin to end the day we become silent about things that matter.
Martin Luther King, Jr.
(1929-1968)

If you don't accept responsibility for your own actions, then you are forever chained to a position of defense.
Holly Liske
Fire in the Mist
1992

Life is what happens while you are busy making other plans.

John Lennon
(1940-1980)

organizations give OfficeTeam access to a pool of highly skilled candidates.

OfficeTeam provides career enhancement options to temporary professionals through e-Learning, OfficeTeam's online training program. This resource contains more than 2000 courses and allows our employees the opportunity to enhance their marketability and placement opportunities for top assignments. Every qualified OfficeTeam candidate can benefit from this free online training, called SkillPort, a web-based e-Learning portal where a candidate can access a range of training resources at work, at home, and on the road.

Because of our specialization, we are uniquely able to find the most qualified candidates for assignments of any length or level of difficulty. OfficeTeam has more than 330 locations in the United States, Canada, Europe, and Australia.

For over half a century, the Robert Half name has been synonymous with specialized staffing. The OfficeTeam name means specialized staffing for administrative and office support professionals. OfficeTeam is a leading edge service, setting trends and standards for the temporary staffing industry.

OfficeTeam consistently attracts the most qualified administrative professionals because of our unique ability to place individuals in both temporary and temporary-to-hire positions. In addition to our areas of specialization, our affiliation with Accountemps and other RHI divisions provides OfficeTeam with a vast network of client and candidate contacts. We encourage our applicants to train online to enhance or maintain their computer skills which can make them more marketable.

For more information about the free online training or to register and apply with OfficeTeam, go to www.officeteam.com, or call Dian Smith at (301) 513-9720.

Puzzle Fun Solution

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C + + + T P C A + + + N H E A
R D + + O A A A + + U + T E N
T + D R + I C + T T + + W T O
F + T M + + + I R I + + O I I
+ + + + E + + O F + O + R N S
+ + + + + D P + + I + N G G S
+ + + + + P + + + + T + + S E
S E G R O E G E C N I R P + F
L E A D E R S H I P + + E + O
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Created by Puzzlemaker at
DiscoverySchool.com

The Words

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- (Over,Down,Direction)
- CERTIFICATION(14,13,NW)
- DEMDDC(6,9,NW)
- EDUCATION(4,1,SE)
- FUN(1,1,SE)
- GROWTH(13,9,N)
- IAAP(6,6,NE)
- LEADERSHIP(1,12,E)
- MEETINGS(14,3,S)
- OPPORTUNITY(5,11,NE)
- PINS(8,13,E)
- PRINCEGEORGES(13,11,W)
- PROFESSIONAL(15,14,N)
- RTF(1,5,S)
- SUPPORT(9,1,SW)
- THEBEST(7,13,W)

Mark Your Calendars

January 2008

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|---|----------------------|-----------|----------|------------------------------------|------------------------------------|
| |  | 1
Happy New Year | 2 | 3 | 4 | 5 |
| 6 | 7 | 8
Chapter Meeting | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18
DE-MD-DC Certification Conf. | 19
DE-MD-DC Certification Conf. |
| 20 | 21
MLK Day | 22 | 23 | 24 | 25 | 26
Strategic Plan Comm. Mtg. |
| 27 | 28 | 29 | 30 | 31 | | |

February 2008

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|-----------------------|---------|-----------------------|---|--------|----------|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13
Chapter Meeting | 14
 | 15 | 16 |
| 17 | 18
President's Day | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | |

New York Times® Best Sellers List Paperback Nonfiction as of week of January 20, 2008.

1. *Eat, Pray, Love* – Elizabeth Gilbert
2. *The Innocent Man* – John Grisham
3. *Three Cups of Tea* – Greg Mortenson
4. *Into the Wild* – Jon Krakauer
5. *Charlie Wilson's War* – George Crile
6. *The Audacity of Hope* – Barack Obama
7. *90 Minutes in Heaven* – Don Piper
8. *The Omnivore Dilemma* – Michael Pollan
9. *Smoke, Mirrors and Murder* – Ann Rule
10. *The God Delusion* – Richard Dawkins

Happy Birthday to You

January

Kim Banks
Shadé Barnes
Lisa Calhoun
Nereyda Jones
Marilyn Pounds
Tina Romney
Jennifer L. Taylor
Michael Williams

February

Nanette Betts
Damion Foster



IAAP Anniversaries

January

Yolande Campbell
La Verne Coleman
Mary S. Crowe-Kokonis
Cynthia M. Dillon CAP
Brenda L. Justin
Raven Simpson
Dian Smith
Lisa Wheeler

February

Nancy D. Christmas CPS
Mary D. Gibson
Michelle Jefferson
Crystal D. Murphy
Shirley Pitts

Cold Weather Driving Tips

Safe, defensive driving is the best thing drivers can do to minimize winter driving hazards.

- Keep to main roads and only drive after snow plows and sanders have done their job.
- Decrease driving speed in poor conditions or on questionable roads.
- Allow a greater amount of following distance in case of sudden stops.
- Use headlights at all times to increase your visibility to other drivers.
- Do not use cruise control – road conditions can change in an instant.
- Always remove snow and ice from headlights and taillights.

These tips are from <http://www.safety.lovetoknow.com>.