

In This Issue

- 2008-2009 Chapter Officers Installed
- Meet the Leaders of Our Committees
- Criticism that Counts
- Birthdays
- IAAP Anniversaries
- Chapter Surveys Due
- Mark Your Calendars

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

www.princegeorgeschapter-iaap.org

2008-2009 Chapter Officers Installed

On June 10, 2008 (Past) Division President Graham and (Past) Chapter President Crystal Murphy installed the following members in to their elected office:

- Rebecca (Becky) Foster, Treasurer
- Patricia Johnson, Secretary
- Cynthia Dillon CAP, Vice-President
- Catherine (Cathy) Spencer, President



Each newly installed officer was given a pen and a hug from Crystal Murphy while Regina Graham shared encouraging words while reminding each officer on how to use the pen on the various responsibilities of their office.

Associate Member Damion Foster of Boston Market graciously provided the meal for this special meeting.

Ms. Spencer introduced her theme for the upcoming year – “Enhancing the Administrative Experience” and spoke briefly about some of the goals she envisioned for the Chapter.

Meet the Leaders of Our Committees

The following individuals have agreed to take an active leadership role in our Chapter by either chairing or co-chairing a committee:

APD/AWP – Nancy Mosley, Co-Chair

Bylaws & Standing Rules – Yolande Campbell, Chair

Community Service – Samantha Cannon, Chair

Hospitality – Nanette Betts, Chair and Nancy Mosley, Co-Chair

Membership – Crystal D. Murphy, Chair

Newsletter – Cathy Spencer CAP, Chair

Nominations – Mary D. Gibson, Chair

Ways & Means – Patricia Johnson, Chair

Web Manager – Cynthia M. Dillon CAP, Chair

Watch this newsletter and your emails for information from these committees about plans for the upcoming year.

Upcoming Events

July 8 – Chapter Meeting
(Planning)

July 12 – Division Leadership
Training
Lanham, MD

July 24 – Chapter Surveys Due

July 26 – July 31
International Annual Meeting
and Education Forum
New Orleans, LA

July 28
Division Dinner at Mulate's,
New Orleans, LA

August 15
Deadline for CPS/CAP
Examination Application

President

Catherine M. Spencer CAP

Vice President

Cynthia M. Dillon CAP

Secretary

Patricia Johnson

Treasurer

Rebecca Foster

APD/APW Program

Nancy Mosley

Bylaws & Standing Rules

Yolande Campbell

Community Service Chair

Samantha Cannon

Criticism That Counts

by Dr. John C. Maxwell

Americans have a warped view of criticism. Unfortunately, most of us see criticism almost exclusively in a negative light. We dish it out tactlessly, use it to tear down rivals, and attack others with it even when we have no authority to do so.

It certainly doesn't help that we are inundated with poor examples of criticism in the media. For starters, consider *American Idol's* British judge, Simon Cowell. It's not uncommon for Simon's scathing criticisms to elicit tears from contestants. His words are given sincerely, but heartlessly. Watching Simon, it's as if he relishes finding faults in another's imperfections.

Election season paints another ugly picture of criticism. Politicians wield it like an ax to cut down their opponents. Instead of debating ideas in a civil forum, too often politicians lower themselves into a mudslinging contest.

Another media avenue, the blogosphere, has become criticism central in America. Bloggers attack the character of leaders they don't know and rail against decisions made in circumstances they could never understand. Far too frequently, their inflammatory tone escalates conflict without adding any substantial value to the interplay of ideas.

CRITICISM DEFINED

Given the less than stellar models of criticism prevailing in society, we need a healthy definition of criticism along with practical guidance for giving and receiving it. In an April 1st article for *BusinessWeek*, Dr. Bruce Weinstein gives us exactly that. Here's how he describes the value of criticism:

"The goal of true criticism is to help someone be the best they can be...When criticism is done appropriately, the person who has been criticized will understand what he or she has done wrong and will feel inspired to make a change for the better. Not only should we not avoid being criticized, we should embrace criticism because it is the only way we can continue to grow professionally and personally."

The following practical tips are intended to flesh out the ways we can begin to embrace and wisely employ criticism as leaders.

WHEN GIVING CRITICISM

Encouragement helps criticism to land

Before a pilot lands an aircraft, she goes through a series of procedures to make the plane touch down as smoothly as possible. The pilot gently drops altitude, gradually cuts back on speed, and lowers landing gear at just the right moment. If these steps are handled incorrectly, the ride is certain to be turbulent and may end up in disaster.

For criticism to "land" well, it must be preceded by encouragement. Leaders

Hospitality Chair

Nanette Betts

Membership Chair

Crystal D. Murphy

Newsletter Chair

Cathy Spencer CAP

Nominations Chair

Mary D. Gibson

Ways & Means Chair

Patricia Johnson

Web Manager

Cynthia Dillon CAP

IAAP Websites

Headquarters

DE-MD-DC Division

Prince George's Chapter

Mission Statement:

The IAAP Prince George's Chapter's mission is to be the acknowledged leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence in Prince George's County and its environs.

deafen their people to criticism when they neglect to encourage them regularly. If leaders are silent after victory but outspoken during defeat, then team morale plummets. It's difficult to stay open to suggestions for improvement under what feels like a constant barrage of negativity.

Criticism should avoid being personal

Criticism should avoid being personal, but it should have the support of a personal relationship. To prevent personal insult, leaders should carefully pinpoint specific actions or ideas to criticize. People can accept negative feedback of their performance, but they bristle when they feel their personhood is under attack.

Leaders effectively deliver constructive criticism when they have taken the time to acquaint themselves with those they lead. Without relational connection, the person receiving criticism may feel their leader has a personal vendetta against them. However, if they are convinced their leader respects their efforts and values their growth, they are more likely to be receptive to tough words.

WHEN RECEIVING CRITICISM

Selectively filter criticism

The higher up a person goes in leadership, the more criticism he or she will receive—guaranteed. While some criticism builds up, other criticism tears down. Leaders must learn to distinguish between the two.

The acid test of criticism is made up of three questions:

1. Does the criticism have basis in fact?
2. Is the criticism offered constructively (in an effort to help)?
3. Does the critic have the insight and perspective to speak credibly?

When all three questions can be answered, "yes," then a leader should take the criticism seriously and weigh its meaning. If any question can be answered, "no," then a leader is best served to let the criticism go in one ear and out the other.

Avoid Extremes

A leader who routinely dismisses criticism chokes off vital feedback. When leaders ignore or suppress opposing views, they miss the opportunity to sharpen their ideas. Wise leaders want to be challenged, not coddled. They surround themselves with voices that speak what they need to hear instead of saying only what they want to hear.

On the other extreme, leaders with thin skin are rattled by all manner of criticism. They agonize over the opinions of people whose input is uninformed and unintended to be helpful. They allow second-guessing to cut into their confidence. Ultimately, such leaders cede authority by subjecting their decision-making to the approval of outsiders.

Quotes

True genius resides in the capacity for evaluation of uncertain, hazardous, and conflicting information.

Winston Churchill

The most serious mistakes are not being made as a result of wrong answers. The truly dangerous thing is asking the wrong question.

Peter Drucker

One of the great mistakes is to judge policies and programs by their intentions rather than their results.

Milton Friedman

Listen, Listen, Listen

Sincere criticism rarely comes without a morsel of truth. For a leader, the trick is to stay open when confronted with negative feedback. When criticized, people are tempted to react defensively, angrily, or from a place of hurt. With emotions swirling about inside, it can be difficult to keep listening and to absorb critical comments.

Those who gain the most out of criticism hold their tongue and control their emotions in order to gain access to hard truths. By listening and remaining objective, they grow increasingly self-aware and improve their leadership.

This article is used by permission from Dr. John C. Maxwell's free monthly e-newsletter 'Leadership Wired' available at <http://www.INJOY.com>.

Happy Birthday to You

July

Samantha Cannon

Anita D. Cunningham

Sharon Dawes CPS/CAP

Cynthia M. Dillon CAP

Mary D. Gibson

Cathy Spencer

August

Jewel Belle

Becky Foster

Brenda L. Justin

Gina Martin

Crystal Murphy

Roxanne Muller

Sharon Richards

Mo Turner

IAAP Anniversaries

July

James Clay

Gwen Cooks CPS

Becky Foster

Thanks to all who renew their membership.

Chapter Surveys due July 24

President Spencer sent a survey to each member who has a valid email on the Chapter roster. The survey covers topics ranging from demographic information, meeting location, suggestions for fundraising to networking, program ideas and advertising and marketing.

Members who complete and return the survey to President Spencer by Thursday, July 24 will get 200 points awarded to them.

Mark Your Calendars

July

Friday, July 4 – Independence Day (No Mail Delivery)

Tuesday, July 8 – Chapter Meeting (Planning Meeting for 2008-2009 IAAP Year)

Saturday, July 12 – Annual Division Training, Lanham, MD

Saturday, July 26 – Thursday, July 31 - International Annual Meeting & Education Forum, New Orleans, LA

August

Tuesday, August 12 – Chapter Meeting

Friday, August 15 – Deadline for CPS/CAP Examination Application



September

Monday, September 1 – Labor Day (No Mail Delivery)

Sunday, September 7 – Grandparents Day

Tuesday, September 9 – Chapter Meeting

Thursday, September 11 – Patriots Day

Monday, September 22 – Fall Begins

Saturday, September 27 – Division Fall Education Conference

Monday, September 29 – Rosh Hashanah begins at sundown

October

Monday, October 13 – Columbus Day (No Mail Delivery)

Tuesday, October 14 – Chapter Meeting

Thursday, October 16 – Boss Day

Friday, October 31 - Halloween

