

International Association of
Administrative Professionals®
JOL Chapter

Lighthouse News

“Lighting the pathways for professional growth”

JOL PRESIDENT’S MESSAGE

HAPPY NEW YEAR TO ALL!!

Here we are in 2012, hard to believe, seems like just yesterday we were entering into the year 2000.



The first event ringing in the New Year will be the IAAP North Carolina Division Leadership and Education Forum being held on Friday and Saturday, February 24 -25, 2012 in Cary, NC. I am looking forward to attending this event and hope you are also making your plans to attend. It is a great opportunity for members of JOL to represent our chapter and also a time for us to learn together from the seminars being offered, not to mention time to socialize and get to know each other a little better. JOL Ways & Means will have a table raffling various items, (don’t forget to bring yours to our meeting on the 12th). There will be a Student Clothes Closet at the event; this is for student chapter members to get a head start on a “working wardrobe”, and a chance for you to clean out your closet of clothes, shoes, bags, & jewelry. Bring items you no longer want to our meeting on the 12th.

I’m looking forward to a new year with JOL as we grow and learn together.

Janet Tucker, JOL President

JOL Mission

To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.

IAAP Mission

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



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UPCOMING CHAPTER MEETINGS

- Thurs, 12 Jan, 5:30 pm
- Thurs, 9 Feb, 5:30 pm



How's your deskside manner?

By Julie Perrine, CAP-OM, MBTI Certified

How's your deskside manner? You're probably familiar with the term "bedside manner." It's typically used to describe how a healthcare professional interacts and communicates with patients. A doctor with "good" bedside manner is likely a good communicator, a great listener, empathetic to their patients, and attentive to making the patient feel at ease. A doctor with "poor" bedside manner may come across as arrogant, abrupt, rude, and likely isn't a great listener or communicator. As admins, how we interact with customers - internal and external - defines our "deskside manner". So how is yours?

We've all worked or interacted with the "Crab in the Corner" - the admin who instills fear and trembling in every soul who approaches her desk because she's short, abrupt, sometimes abrasive and generally unpleasant to interact with. You avoid her corner at all costs...doing everything you can to figure things out without her until you absolutely must approach her to ask a question or seek additional information.

Then there's the "Considerate Caretaker" - the admin who makes every person who approaches her desk feel warm and welcomed because she's smiling, making eye contact, truly interested and engaged in helping you get the answers or information you need from her. You find yourself feeling more upbeat and satisfied when you leave her desk because she was pleasant, positive, and genuinely helpful.

Your deskside manner is key to how you are perceived and treated within your office. Your deskside manner reflects on you, your executive, and the entire company. It's something you control. It's something you can change if it isn't what you'd like it to be. It's something you can continually improve upon even if you're already doing a great job. This isn't a course you can enroll in at your local community college, but there are some questions you can ask yourself to evaluate your deskside manner.

* Are you an emotionally intelligent admin?

Emotional intelligence (EQ) is defined as the ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth. Studies show that IQ attributes to 20% of life success, however EQ attributes to between 40-60%!

How you respond to situations at the office is very important. You must be able to accurately define the emotions you are experiencing, know how to productively process through them, and then respond appropriately. You must display the ability to be persistent, be motivated, control impulses, delay gratification, and choose your attitude.

Companies typically hire individuals for their IQ's and experience. They fire them for a lack of EQ. (Doctors with poor bedside manner are usually lacking in EQ also!) The good news is you CAN change and improve your EQ when you specifically focus on doing so over time.

* Do you have a positive attitude?

You know if you do or not. Are you a glass half full or glass half empty kind of person? Are you always seeing the positive side of things or the negative side of things? Do you energize, inspire, and lift people up or do you sap their energy and suck the life right out of them? Your attitude is a key component of your deskside manner. But there's good news here, too. You CAN change your attitude...if you CHOOSE to. It can be a permanent change for the better. I've watched the evolution of a person in my life who proactively pursued making an attitude change over an 18 month period. It has truly changed how this person thinks, acts, responds to others, and lives life. One of the tools this person used to facilitate this change in attitude was a book called Attitude is Everything by Jeff Keller. I've read it also and highly recommend it.

* How do you handle stress and pressure?

It's much easier to be pleasant when everything is going well. But what happens when you're under pressure, trying to meet a deadline, or working in a stressful environment? I once had an executive comment to me that I didn't hide my emotions well under stress. That was a trigger for me to realize I needed to pay more attention to my body language, my tone of voice, my facial expressions, and my overall attitude when conditions in my environment were not ideal. I never wanted those who approached my desk to feel like they were a bother or inconvenience...even if I was really busy at a given time. Yet during stressful times, I was giving visual indications to "approach with caution." I made some immediate changes.

* Are you a great listener?

Listening is also a skill you can develop and improve. Admins are typically conditioned to anticipate the needs of others - after all, it's what we do. But anticipating what someone is going to say can sometimes cause us to not listen as closely to what is actually being said. If a doctor doesn't listen attentively and empathetically to their patient, they can miss significant clues as to the diagnosis and best means of treatment. It's the same for us. When someone approaches your desk, train yourself to push the pause button and fully engage as an active listener to what they need. You'll make them feel like a million bucks, and you'll be certain you captured all of the important details because you weren't multi-tasking with a partial ear.

* Are you a good communicator?

There are a lot of factors that go into becoming a good communicator. There are basic communication skills such as writing and speaking. We can all write and speak to a certain degree. But when you mix in different communication styles, personality types, and the everyday workplace situations, it becomes much more complex.

Start by becoming very clear about your personal communication style and preferences. There are numerous assessments available to help you figure this out. Then become a student of observing and learning about others' communication styles. How do you need to adapt to work and communicate more effectively with other types? The more you study and immerse yourself in becoming an effective communicator, the better communicator you will become.

I read that a doctor with poor bedside manner may actually cause a patient to perceive more pain, if the patient is wracked with fear or anxiety. Think about it in your own experience at the office. When you are anxious or nervous about approaching someone (e.g. "The Crab in the Corner"), you build it into something even worse in your head than it truly turns out to be most of the time primarily because of your perceptions of their deskside manner. There are businesses I have called and been greeted so poorly or incompetently by on the phone that I hesitate to call them again unless I absolutely have to. I've even gone online to find other contact points or email addresses I could try so I wouldn't have to deal with that individual specifically again. One person's deskside manner can impact a customer's first impression and reflect poorly or positively on the entire organization.

Admins with good deskside manner stand out! They are much easier to employ. They are more widely utilized within their organizations. They have more opportunities offered to them. They have raving fans throughout their companies and beyond. They're easy to refer and recommend to others. They make everyone they interact with feel valued and appreciated.

So how's your deskside manner? I hope you're the "Considerate Caretaker" with raving fans far and wide!

Recommended resources:

- * Emotional Intelligence Quick Book by Travis Bradberry and Jean Greaves
- * Working with Emotional Intelligence by Daniel Goleman
- * Attitude is Everything by Jeff Keller
- * Crucial Conversations by Patterson, Grenny, McMillan, Switzler
- * Daniel Goleman's Blog: <http://danielgoleman.info/>

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Printed with permission. Julie Perrine, CAP-OM, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your FREE copy of our special report "Creating Your Strategic Administrative Career Plan" at www.AllThingsAdmin.com <<http://www.allthingsadmin.com/>>

Dinner and a Movie Raffle

The JOL Chapter Ways & Means Committee is raffling dinner & a movie for two just in time for Valentine's Day. Tickets are \$1.00 each or 6 for \$5.00. The drawing will be held at the February 9th JOL Chapter meeting.

MEMBER SPOTLIGHT — DEBRA MOUISSET, CAP

Debra joined the JOL Chapter in January 2011. Her career began in 1976 and while there have been many twist and turns, she has returned to full time Admin Assistant -- her love and God given talent.

She is currently working for the Semper Fit Division of MCCS Camp Lejeune, which includes Recreation, Sports, Fitness and the Single Marine Program. Prior to this she worked for the President of an International non profit giving her the experience of international travel and working with government officials.

During her years with McDonnell Douglas as an Executive Secretary, she also worked as the Facilities Manager during the transitions of the different branches being sold off and was in charge of securing phone equipment, security services, janitorial services and coordinating relocations for the departments in the branch. While at Amcor Sunclipse North America her skills as an Administrative Assistant were uti-

lized in the Business Analyst department to help with the writing of stream lined programs for management reports.

Debra has 4 children and 4 grand-children and is moved to Jacksonville to be near her daughter and husband who are both active duty military. She has children and grand-children also living in California and Virginia.

Debra enjoys sewing and crocheting and outdoor activities (when the weather is nice) and spending time with her children and grand-children.



Debra Mouisset, CAP



Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin. First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.

More information about the Technology Applications specialty is available at www.iaap-hq.org/certification

To learn more about the Options Technology program, visit www.iaap-hq.org/events/options

A Mentor Will Help You Succeed

by Kathy Zerba, CAP

No one succeeds in their career on their own. Beginning when we were small children, there have been those people who have influenced us, be it good or bad: family, friends, co-workers, people we've read about. The key is to surround yourself with good influences, though you *can* learn from bad influences also.

I make it a habit to observe others; watch how they handle situations and interact with others. And equally important is how others interact with them. I look for that person at work who I have gained trust and respect for and then actively seek their insight, perspective and guidance on important issues. They are my mentors.

Through my work mentors I have learned that, "bad news doesn't get better with age"; to think "would I do this in front of my Mother" before doing something; to "pick my battles"; to give credit where credit is due; to give praise whenever possible (to include seeking out a supervisor to let them know of a good job by their employee); and last, but most important to me ... take responsibility for myself: own up to my mistakes and be proud of my accomplishments.

Having a mentor is not just beneficial to the individual in their career development, but also to the organization. I have been fortunate throughout my career to have some great mentors, both formal and informal. They have all contributed to my work ethic and how I approach my day-to-day tasks and challenges. They have helped me to succeed by defining what a professional is.

"Mentoring is a brain to pick, an ear to listen, and a push in the right direction." -- John Crosby

Tech Tip:

Create an Outlook Search Folder

Click "File" | "New" and select "Search Folder" to open the New Search Folder dialog box

Select a predefined search folder from the list (You can also choose "Create A Custom Search Folder" and specify your own criteria)

Click "OK" and the new search folder will appear in your Outlook folder list

ANNOUNCEMENTS

Congratulations to Debra Mouisset, CAP, and Annie Chivers for your recognition in completing all the requirements for your Civilian Career Leadership Development Program.

The JOL Chapter would like to welcome its' newest member—Nancy Montague!



JOL CHAPTER MEMBERS TAKE PART IN THE ONSLOW COUNTY SPECIAL OLYMPICS POLAR PLUNGE

Two JOL Chapter members, Kathy Zerba, CAP and Toby Covarrubias, took part in the Onslow County Special Olympics Polar Plunge as part of Team New River at Onslow Beach on Saturday, 7 January. This is Kathy's 8th Polar Plunge and Toby's fourth.

Thought the temperature was a balmy 54 degrees at the time of the plunge, the 50 degree water was still cold!

Their team raised almost \$4,000, which contributed to the over \$24,000 raised overall at the event.



Kathy Zerba, CAP and Toby Covarrubias are pictured at left

BENEFIT of IAAP MEMBERSHIP:

You will receive discounts on educational products and resources that have been created, reviewed and/or selected especially for admins (also shows what skills you ought to be mastering to keep up-to-date as a professional and the sequence of skills required to move up the career ladder).



MEMBER BIRTHDAYS & ANNIVERSARIES

Birthdays

Tina Rhodes / 2 Jan

Deb Forney, CAP / 18 Feb

Toby Covarrubias / 22 Feb

Anniversaries

Debra Mouisset, CAP / Jan 2010

Jenny Lemasters / Jan 2010

Tina Rhodes / Jan 2011

Sandra Jimenez, CAP / Feb 2010

Jo Ann Moore / Feb 2011



UPCOMING EVENTS



MEMBER OF EXCELLENCE



Why strive to be a Member of Excellence? What's in it for me? Why should I take the time?

Do it for Your Career!

- ◆ Become a Member of Excellence to show your employer that you strive for professional excellence
- ◆ Continuing education / improving your skills / becoming a more valuable employee
- ◆ Display certificate during performance evaluation
- ◆ Request letter from IL Division be sent to your employer for additional recognition

Do it for Your Future Employment!

- ◆ Use "Member of Excellence" achievement on your resume and portfolio
- ◆ To be recognized for the pursuit of education and excellence in your profession

Do it for Your Association!

- ◆ Your Chapter needs 7% of its members to be MOE's to achieve the Chapter of Excellence
- ◆ Your Division needs 7% of its members to be MOE's to achieve the Division of Excellence

Criteria (meet 8 out of 11):

1. Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form (send copy to your chapter president).
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

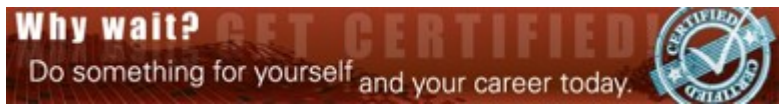
Diana Hampton CAP-OM
Admin Asst, Childrens Hospital of Illinois
2011-2012 Illinois Division President
<<http://pathways.iaap-hq.org>>

2011-2012 JOL CHAPTER MEETING DATES

Oct 13	Mar 2	Aug 9
Nov 3	Apr 12	Sep 13
Dec 8	May 10	Oct 11
Jan 12	Jun 14	Nov 8
Feb 9	Jul 12	Dec 13

Meeting are held at Marine Federal Credit Union, 4180 Western Blvd Extension (use the rear entrance), Jacksonville, NC
 Networking 5:30 PM–5:45 PM
 Education/Chapter Business 5:45 pm– 7:00 pm

CERTIFICATION



IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional (CAP). The specialty presently being offered is Organizational Management (OM). The new CAP exam will become a one-part exam. The OM exam will also be a one-part exam. The list for study materials is available on the IAAP website. www.iaap-hq.org/sites/default/files/pdf/certification/CAPEXamGuide.pdf

The next Certified Administrative Professional (CAP) and Organizational Management (OM) Specialty exams will take place on Saturday, May 5th, 2012. The deadline for the application is February 15th, 2012.

Questions and answers about certification exams can be found at www.iaap-hq.org/sites/default/files/pdf/certification

Future CAP® Exam	
Exam Dates	Application Deadline
May 5, 2012	Feb 15, 2012



Officers 2010 - 2011

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(left to right) Janet Tucker; Kathy Zerba, CAP; Pam McIntosh, CAP; and Sandra Jimenez, CAP

JOL CHAPTER

The Jacksonville-Onslow-Lejeune (JOL) Chapter was chartered in November 2004 and promotes professionalism through continuing education, chapter programs, and networking for administrative assistants.

The chapter is one of 18 chapters of the North Carolina Division.

If you would like to join us at our next meeting, please contact the Membership Committee by e-mail at membership@iaap-jol.org or call (910) 938-5221. A JOL chapter member will gladly contact you with more information and welcome you to your first meeting.

Annual Membership Dues

Dues	Chapter	Division	Int'l	TOTAL
Member*	\$15	\$10	\$83	\$108
Student	\$7.50	\$5	\$50	\$62.50

*New members also pay a one-time processing fee of \$15.
This is waived for students.

www.iaap-hq.org

www.iaap-nc.org

www.iaap-jol.org



Marine Federal Credit Union (MFCU) membership is not just available to the military. MFCU also partners with local businesses and organizations to offer membership to individuals living and working in our local communities. JOL Chapter of the IAAP is a business partner of MFCU and as members of JOL you and your family members are eligible for membership. MFCU offers a full range of services and benefits including auto loans, mortgages, financial planning, credit cards, electronic financial services as well as several checking and savings options. Feel free to stop by any MFCU branch for more information or to open your account. **Thanks to Marine Federal for allowing us to meet at their headquarters facility.**