



BULLDAWG TALES

April/May/June
2011

Volume #4, Issue #4
Athens, Georgia

ATHENS CHAPTER

Chapter
Newsletter
Excellence
Award

2nd Consecutive Year

2010-2011 Athens Chapter Board

President: Rhonda Bray, CPS/CAP
Contact info:
Rhonda.Bray@athensclarkecounty.com
or (706) 613-3470

President Elect: Evelyn Lee, CPS/CAP
Contact info: elee757@yahoo.com
Evelyn.Lee@athensclarkecounty.com
or (706) 613-3625 Ext. 21

Treasurer: Terry Tripp, CPS/CAP
Contact info: tatripp@uga.edu
or (706) 542-5939

Secretary: Cora Wright
Contact info:
Cora.Wright@athensclarkecounty.com
or (706) 613-3150

Message from the president: Busy, Busy, Busy!



I can't believe its June already, and we just returned from another Annual Meeting! Let me tell you folks, South Georgia is HOT...and it's a long way down there, too. Thanks to some good ole Southern hospitality, great air conditioning and fun travel companions, we really enjoyed the 57th Georgia Division Annual Meeting in Albany this past weekend. We're starting another year at IAAP with our new Incoming President, Barbara Wiley, CPS/CAP, and her vision for the year. From what we saw at the President's meeting Sunday morning, she is hitting the ground running (or should I say she is "jetting" out of port?) More information on the International Theme will be coming in July.

Jenny Stewart, CPS/CAP, Incoming President-Elect will install the Athens Chapter Officers on June 21, 2011 at the Georgia Center for Continuing Education. Make plans to be there if you haven't already; we will also have a great "Ethics in the Workplace" program presented by Dr. Reg Woods of the University of Georgia Physical Plant Division.

As always, at the beginning of the year, we are looking for members to step up and out of their comfort zones. One way to do that is to serve on a Committee. A brief description of some of our Committees follows:

Community Service – the Chapter performs community service projects during the year, usually one each month; this committee is responsible for submitting ideas for community service projects.

Recognition – this committee sends out get well, birthday and other appropriate cards to the members.

Education & Programs – responsible for obtaining speakers, planning programs and developing seminars and educational activities.

Bylaws & Standing Rules – responsible for reviewing and updating the Chapter's by-laws; propose amendments and make recommendations for changes.

Membership – responsible for stimulating interest in joining IAAP, assisting new members with questions and keeping all members up-to-date on activities.

Ways & Means – this committee promotes projects to raise funds for the operation of the Chapter.

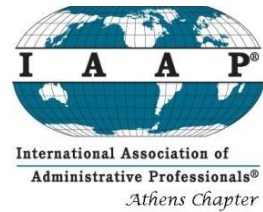
If any of these prick your interest, please contact any member of the Board for more information or better yet, respond to the email sent out about serving on a Committee.

Your Athens Chapter Board of Directors for 2011-2012:

Rhonda Bray CPS/CAP –
President
Evelyn Lee CPS/CAP –
President Elect
Cora Wright – Secretary
Wanda Weldon – Treasurer

Looking forward to a great year in Athens.....

**Rhonda Bray CPS/CAP
President**



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★★★★★ Congrats to our Graduates of 2011 ★★★★★



Anthony Ruiz! Way to go, Isaac!!!

Isaac Anthony Ruiz Graduates from Madison County High School

Grandson to Klaus and LaVonne Goldschmidt, CPS/CAP, Isaac graduated from Madison County High School in May. He has secured a wrestling scholarship to Northwestern College in Orange City, Iowa. He is currently working as an umpire for little league all-stars, and is off to California for vacations prior to reporting to school in August. Congratulations to Isaac

Camron Lee Conner Receives Awesome Author Award

Camron, grandson of Wanda Weldon, received the Awesome Author Award at his recent Kindergarten Awards Program. Ms. Clark, Camron's teacher, proudly recognized him for his short stories and illustrations submitted throughout the school year based on what he learned from his class assignments. He is excited about entering into First Grade and continuing to use his talents. Great job, Camron, keep those creative wheels turning!!! Could it be an aspiring author in the family?!!!



Jesse Taylor Lee Graduates from North Oconee High School

Jesse Lee graduated from North Oconee High School on May 22, 2011. He is currently vacationing in Destin, Florida with his girlfriend and her family, but will be returning shortly to begin work. He will be beginning his summer job as a Park Assistant at Holland Youth Sports Complex with the Athens Clarke

County Leisure Services Department and will continue to work as he begins college. His plans are to start at Gainesville State University at the Watkinsville campus in the fall. Although he just sat for his SATs and hasn't received his scores, we feel confident that he will be accepted but may not get the Oconee Campus until the winter semester. Either way, his mother is proud to say he will be furthering his education and his future looks bright. Congratulations to Jesse Lee! Way to go, Jesse!!!

APW Conference at University of Georgia Center for Continuing Education

I had the great privilege to attend this year's Administrative Professional's Day Conference on April 27, 2011, held at the University of Georgia Center for Continuing Education. Thanks to the generosity of my wonderful boss, I was able to enjoy the fellowship of my colleagues in an atmosphere of celebration, while obtaining practical tips and timely ideas that will help me successfully manage my job and grow professionally.

The day started with an innovative, lively and entertaining presentation to the General Session by Dr. Earl Shuttle who shared "Earl's Pearls on Enjoying Excellence." Dr. Shuttle was a tremendous motivator, and I thoroughly enjoyed him. The rest of the day consisted of valuable breakout sessions, a wonderful lunch (with an enjoyable, inspirational speaker, Myra McElhaney and an afternoon of education and fun, fun, fun. I left the event exhausted and must add "it was a fabulous day, and I anxiously look forward to the Administrative Professional's Day Conference next year." Special thanks to all the event coordinators for their hard work.

Terry Tripp, CPS/CAP



CHAPTER AND COMMUNITY NEWS

GAPPA Ways and Means Project at Jekyll Island

Once again Athens Chapter attended the Georgia Association of Physical Plant Administrators (GAPPA) Annual Meeting and Tradeshow to work the registration desk. We started early Saturday setting up the registration area and assigning duties. Rhonda and Evelyn organized registration packets for both the Exhibitors and Attendees and came up with a system to ensure each group was given the information and items not provided in the packets. Wanda headed up onsite and guest registration and purchases for meal tickets. LaVonne spent most of her time redoing name badges, as many exhibitors sent replacement representatives. Wanda and LaVonne headed out on Sunday to work registration for the Golf Tournament (a special request). We had a great time checking in the golfers and collecting money for the mulligans. In addition to working the registration desk, we also collected meal tickets at each meal function.

We worked long hours each day, and were truly exhausted (we worked hard for the money). Athens Chapter collected \$1200 for our efforts, less travel expenses. I want to thank all you who attended for giving up their Memorial Day weekend for this ways and means project, and for helping me present a professional image for my Boss's Organization. I can't wait until next year.





CHAPTER AND COMMUNITY NEWS

Upcoming Events:



Chapter Level

July 19, 2011 –

SPEAKER: Bonnie Judy, CPS/CAP
PROGRAM: "Communicate to Accelerate"

LOCATION: University of Georgia
Center for Continuing Education

TIME: 5:30 p.m.

August 15, 2011 –

SPEAKER: Donna Mitchell, CPS/CAP
PROGRAM: "The Importance of Professionalism"

LOCATION: University of Georgia
Center for Continuing Education

TIME: 5:30 p.m.

September 19, 2011 –

SPEAKER: Jenny Stewart, CPS/CAP
PROGRAM: "Leadership"

LOCATION: University of Georgia
Center for Continuing Education

TIME: 5:30 p.m.

Division Level/ International Level

July 24-27, 2011 – International
EFAM, Montreal, Quebec. For more
details and advanced reservations,
click [here](#).

October 9-12, 2011 – Fall
Conference, San Diego, California.
Sheraton San Diego Hotel and Marina.
Click [here](#)
for more information and advance
reservations.

Community Projects

Our May/June project benefitted the Adopt-A-Center, part of Athens-Clarke County's Leisure Services Day Camp Centers. Our donations included arts and crafts type items.



Our Chase Street cleanup is June 18. Our next scheduled date is August 13, subject to change. Please plan to participate as often as you can. Don't forget. As always, parking is on the right hand side lot of Athens Animal Hospital located at 1400 N. Chase Street.



Thank you note from Mercy Health Center

Our March Project was to donate items to Mercy Health Center. Below is a thank you letter from the Center and a photo taken at the time of the delivery.



Photo left to right: Mary Baxter; Rhonda Bray, CPS/CAP; Evelyn Lee, CPS/CAP; Terry Tripp, CPS/CAP

Terry,

Thank you so much for the donation. It is a huge help and keeps us from having to use money to purchase supplies that would otherwise go towards patients.

Have a wonderful weekend!

Sincerely,

Mary Baxter
Administrative Assistant
Mercy Health Center



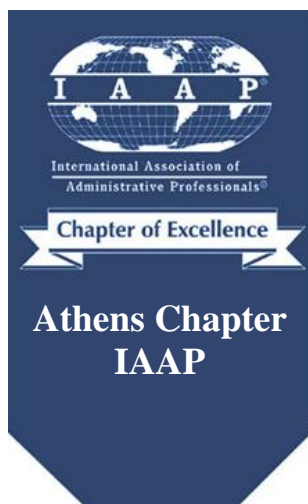
Cora Wright, Athens Chapter Secretary (shown in the middle) accepted an award from Stacey Farrell, KACC&B (right of Cora) and Jim Corley, Solid Waste Director (left of Cora) at 7th Annual GreenFest ceremony held Friday, April 15, 2011.

The Athens Chapter IAAP was honored as Volunteer Group of the year from KACC&B. The chapter received a gift certificate for \$50 to Ike & Jane, a framed picture of the chapter's group and a golden litter picker.

Please submit articles, pictures, etc. to Wanda Weldon by e-mail: wsweldon@southernco.com

Newsletter Committee: Wanda Weldon.

Deadline for article submission for the July, August, September newsletter is August 15.



Chapter of Excellence

Congratulations! Athens Chapter for earning this designation! Thanks to all who have worked so hard last year to make this happen! We may be small, but together we can do mighty things! Let's all do our part to keep this banner for our Athens Chapter!

PASSION & PURPOSE
ATHENS CHAPTER

To check on other chapters' meetings and events, please click [here](#) to view the events calendar at Georgia Division.

Recap of Our May Meeting



“So, You Want to be a Professional When You Grow Up?” The operative words here being “Grow Up.” Nina Hubbard, CAP, our Georgia Division President, gave a very thought provoking presentation on exactly what it takes to succeed in the professional world today, and how we should be sure to look inward as well as outward in our daily lives. How our dress, body language, attitude and communication skills can determine how we are perceived by others, and how it can affect our success in the business world as well as our personal lives.

We had discussion time which involved our Athens Tech Student Chapter members who were in attendance at our meeting. They were joined by Ms. Dianne Campbell, ATC Student Chapter Advisor, and all the new student chapter board members as well as a number of other chapter members.

Nina gave a great overview of the IAAP organization which was very appropriate as we had our student chapter members in attendance. We also had our first new member installation of the year. Wanda Weldon, Membership Chair, presided over the ceremony with assistance from Nina. Carolyn James, who is also a student at Athens Technical College, was installed. She also serves as the Treasurer for the Athens Tech Student Chapter. Welcome, Carolyn!



Productivity Tips for Outlook

Turn off the ghost!

Sometimes it seems that no matter where we are working, Outlook wants to pull us back to the Inbox by alerting us a new mail message has arrived!

You can turn this feature off if you find this distracting.

- ☞ Select **TOOLS**, then **OPTIONS**
- ☞ In the **EMAIL** section, choose **EMAIL OPTIONS**
- ☞ Choose **ADVANCED EMAIL OPTIONS**
- ☞ Uncheck **DISPLAY A NEW MAIL DESKTOP ALERT**
- ☞ Select **OK**, **OK**, and **OK** again to exit

*DJ Consultants, Inc. Newsletter,
November 2010, Issue 11*



CHAPTER NEWS AND PRODUCTIVITY TIPS

We're on the WEB!

Athens Chapter invites
you to visit us at:

www.iaapathens.org



Let's Celebrate!!!



Birthdays:

Cora Wright	07/02
Christine Zachmann	07/03
Evelyn Lee, CPS/CAP	07/30
Jackie Harrington	08/19
Terry Tripp, CPS/CAP	08/10
Wanda Weldon	09/09

Membership Anniversaries:

Linda Patterson, CPS	08/05
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- * Retired Members
- ** Former Members Retired
- *** ATC Student Chapter Advisors



PRODUCTIVITY TIPS

Automatically File Email

When sending an email you can file it automatically by using this tip.

Use this feature to file the email into another folder other than sent. Use an existing folder or create a new one if needed.

2007 Users

Before sending email:
Select **OPTIONS** tab
Choose **SAVE SENT ITEM** icon
Select **OTHER FOLDER...** and choose the Outlook or Personal folder to save email after sending

2003 Users

Before sending email:
Select **OPTIONS**
Check **SAVE SENT MESSAGE TO**
Choose **BROWSE** button and choose the folder to save email
Select **CLOSE**

The email will be filed into the folder you selected and **will not** be the **SENT FOLDER**.

Remove Reading Layout View

When you open up a document that has been attached in an email, does it display in the reading layout view? Follow these steps to change the view.

2007 Users

Open Word and select Microsoft Office button
Choose **WORD OPTIONS**
Uncheck **OPEN ATTACHMENTS IN FULL SCREEN READING VIEW**
Select **OK**

2003 Users

Open Word and choose **TOOLS**
Select **OPTIONS**
Choose **GENERAL TAB**
Uncheck **ALLOW STARTING IN READING LAYOUT**
Select **OK**

DJ Consultants, Inc.
Newsletter,
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Email Etiquette
















Can email etiquette help reduce email overload?

Recently a client asked if we had any tips for reducing the amount of emails her team was sending and receiving. Here are some ideas that might help.

Our suggestion is to review with the group the list below and agree on the top ten! Meet again in 30 days to measure and evaluate how effective the new email policies are working.

Remember to be flexible and make adjustments based on feedback and needs.



-  Avoid Reply All. Does everyone need to know that you said "Thanks!"
-  Single headline. Can you get your message across in a single headline – if you can, do it!
-  Respond by. Need a response by a certain time and date? If there is a deadline put it in the email subject. List the date and time you need the reply – example please reply by December 30th by noon.
-  Multiple questions or requests. Do not try to handle too many requests in one email. If you have more than three questions, pick up the phone!
-  Detail overload. If you must write a lot of detail, summarize the main points at the beginning.
-  Large documents shared via email. Utilize hyperlink and shared drive to pass large documents.
-  No reply needed. When no reply is needed, type NRN (No Reply Needed) in the subject.
-  Using CC. Do not cc everyone you know! Only send a copy when it is imperative to do so.
-  Jokes, chain letters, etc. Do not use work email for personal correspondence. Set up a personal email account and inform family, friends and coworkers to use this one when sending non-essential emails.
-  Match subject lines to the message. Don't pull up an old message, hit Reply, and send a message that has nothing to do with the previous one.
-  No email Friday! Make an agreement with your team that no emails will be sent on Fridays.
-  Professional communication. Do not put anything in an email that you would not want on a billboard in Times Square.
-  Grammar and punctuation. Do not shorten words (u for you) or use abbreviations. Remember proper grammar when writing emails.
-  No response. Answer all emails within 48 hours of receiving. Even if it is just to say I got your email and I will reply later.
-  Last-minute cancellations. Do not cancel any meeting or appointment via email the day before or day of the event! Use the phone.

DJ Consultants, Inc. Newsletter, January 2011 Issue: 12

Always remember time is your friend, treat it well. Some quotes to remember:

- "Your greatest resource is your time." *Brian Tracy*
- "Remember, you can earn more money, but when time is spent it is gone forever." *Zig Ziglar*
- "Lost time is never found again." *Benjamin Franklin*



6 Tips for Keeping the Fun-Time in Summer-Time! Safety on the Water

There's no better way to beat the summer heat than to head to the water. But, whether you and your family are boating or swimming, make sure you stay safe.

From toddlers who wander into family pools to swimmers caught up in the ocean's currents, neglecting to take the proper precautions can lead to deadly results.

Here are a few safety rules for the pool, lake and ocean:



Learn to swim.



Teach children American Pediatrics (AAP) swimming lessons and older. AAP, swim classes



may also reduce drowning risks for children ages 1 to 4.

Remember that children develop at different rates. It's up to you to decide if your child is ready for lessons.



Never leave a young child unattended near the pool.



When near the pool, have children who are young or who can't swim wear Coast Guard-approved personal flotation devices.



Don't allow running near the pool or rough play in the pool.



Don't let anyone swim alone.



Keep a phone by the pool for emergencies.



Know how to do CPR.



Install a fence around your pool at least 4 feet high (local laws and ordinances may vary) with a self-closing and self-locking gate, with latches out of reach of a child.



Keep lifesaving equipment near the pool.



Don't let inflatable toys or floats replace parental supervision. Such devices often fail.



Don't drink alcohol while swimming or supervising children.



Swim within sight of a lifeguard.



Never dive without knowing the depth of the water and never dive into shallow water.



Don't swim so far that you don't have the energy to swim back.



Don't swim against the ocean's current. If you're caught in a current, swim across – not against – it. You will gradually swim out of it.

Safety devices

If you have your own backyard pool, invest in a safety device to protect young children. Safety devices include poolside alarms and alarms for doors, gates and children's wrists. Though, remember, no device can take the place of a parent's watchful eyes.

Source: <https://healthatoz.myuhc.com/portal/bridge/southernco>



SUMMER-TIME TIPS

Safety tips while boating

Start with the young people in or around your boat. Tell them what to expect if something goes wrong to lessen any potential panic.

If you or someone you know plans to operate a personal watercraft, make sure the operator is the legal age of 16 and understands the responsibility of safely operating a personal watercraft before venturing onto the water.

Be sure to bring all of the items on this safety checklist to give you and your family peace of mind and create a positive experience with the Coast Guard or Department of Natural Resources:

- Float plan – let a friend know when you're leaving, where you're going, when you expect to return, what to do if you don't, and a description of your boat
- Registration certificate or documentation for your boating vehicles
- Personal flotation devices (wearable and throwable) – Coast Guard-approved, good condition, readily accessible, assigned and fitted
- Fire extinguishers – right number, size and class for boat; charged, not corroded, nozzle clear, bracketed, readily accessible
- Visual distress signals – current dates on flares, proper number
- Anchors and line – adequate anchor for bottom, adequate line for water depth
- Bilge device – bilge pump operable, alternative bailing device available
- Bright flashlight or searchlight, with extra batteries
- Navigation lights – tested and operable, spare bulbs
- Batteries – fully charged, encased in plastic boxes or terminals covered, securely fastened down
- Sound-producing device – horn, whistle appropriate for boat
- Alternate propulsion – paddle or oar
- First aid kit – inspect to ensure it is stocked and items are not expired
- Tools – spare outboard prop and lock nut; spare trolling motor prop and pin
- Compass, sunscreen, weather radio and cell phone – but don't boat and talk on the phone

Please boat responsibly and don't operate under the influence of alcohol or drugs.

Source: <https://healthatoz.myuhc.com/portal/bridge/southernco>



SUMMER-TIME TIPS

Drowning Doesn't Look Like Drowning



The Incident - The new captain jumped from the cockpit, fully dressed, and sprinted through the water. A former lifeguard, he kept his eyes on his victim as he headed straight for the owners who were swimming between their anchored sport fisher and the beach. "I think he thinks you're drowning," the husband said to his wife. They had been splashing each other and she had screamed but now they were just standing, neck-deep on the sand bar. "We're fine, what is he doing?" she asked, a little annoyed. "We're fine!" the husband yelled, waving him off, but his captain kept swimming hard. "Move!" he barked as he sprinted between the stunned owners. Directly behind them, not ten feet away, their nine-year-old daughter was drowning. Safely above the surface in the arms of the captain, she burst into tears, "Daddy!"

How did this captain know?

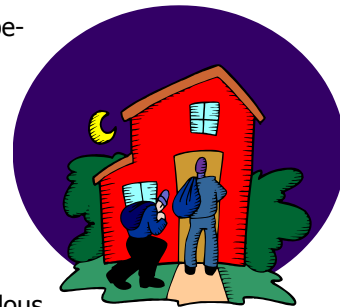
This important and educational article was written by [Mario Vittone](#). Click on Mario to read more on this gripping story and other interesting and exciting articles.

Don't Let Thieves Spoil Your Summer Fun

Summer brings the end of the school year and the beginning of much-anticipated vacations. It can also mean increased criminal activity as more of us travel for extended periods, leave windows and doors open to enjoy the fresh air or perhaps let our guard down while enjoying some vacation fun – like a day at the beach.

Whether at home, in your hotel room or lounging poolside, there are steps you can take to ensure that this summer's outings aren't spoiled by the unscrupulous.

Some of the tips are "old school." Others take advantage of today's technology.



The Old School Stuff

Theft is a crime of opportunity. You want to make certain that your opportunity for summer fun isn't a crook's chance to rob you blind. These tried-and-true steps have proven effective through the years:

- ✓ Trim hedges to eliminate hiding spots for burglars.
- ✓ For extended vacations, disconnect the garage door opener and lock the door leading from the garage into the house.
- ✓ Check all window and door locks to make sure they're working properly.
- ✓ Arm security systems when departing; ensure that you've given your monitoring firm someone to contact in case of an alarm activation.
- ✓ Make it look as if someone's home while you're away:
 - ✓ Use timers to turn lights on and off, varying time settings from room to room.
 - ✓ Have a family member or trusted neighbor move cars in your driveway to make it look as if someone is coming and going.
 - ✓ Suspend mail and newspaper delivery, or have someone pick it up daily. Letters stuffed in the mailbox and newspapers scattered across the yard are among the first signs a burglar looks for.
 - ✓ Continue lawn and gardening services – or have a family member or neighbor mow the lawn.
 - ✓ Let trusted neighbors know you'll be away, and tell them if a family member or friend may stop by the house periodically.

The High-Tech Tips

Technology has contributed to many lifestyle improvements, including the ability to better protect ourselves and our personal property and to stay in touch. Here are some tips on how to use tech tools effectively:

- ✓ Install wireless Internet security cameras that can notify you by email or text when motion is detected. This can be an inexpensive and effective do-it-yourself alternative to monitoring by a security firm – and the cameras provide a video record of activity in the area.
- ✓ Use your Smartphone to control lights in your home while away; in addition to the phone application, you'll need the appropriate components to connect to your wireless router and lights.
- ✓ Protect your electronic devices and the information on them while traveling:
 - ✓ Keep devices with you at all times or lock them securely in the hotel safe or your vehicle trunk.
 - ✓ Ensure that your anti-virus and firewall software are current.
 - ✓ Enable PINs and passwords on all devices.
- ✓ Be smart about how you use social media before and during your trip:
 - ✓ Don't post vacation plans on Facebook or MySpace before departure.
 - ✓ Resist the urge to post vacation photos while away; upload the photo album after you return.
 - ✓ Be cautious about "checking in" on sites like Foursquare and Facebook.
 - ✓ Tweet judiciously; telling followers that you're "enjoying sun, sand and seafood in Panama City" may be just the invitation a burglar needs to head on over to your unoccupied dwelling.

One of the most effective steps you can take before leaving on vacation is contacting your local police department to inquire about a vacation watch. Most departments will check your home while you're away.

Enjoy your summer – and be safe.

Source: Southern Company Security Council E-Bulletin June 2011



Pain in the Neck?

Not surprising, since your neck has to carry around about ten or twelve pounds constantly! That's about how much a bowling ball weighs. To keep the 30+ muscles in your neck pain-free,

try these three exercises several times a day, especially if you feel tense:

- Turn your head gently as far as you can to the left. Hold it there for 15-20 seconds to stretch your muscles. Repeat on the right side.
- Tilt your head gently so that your left ear moves toward your left shoulder and hold for 15-20 seconds. Repeat this one on the right side.
- Drop your chin toward your chest, feeling the stretch along the top part of your spine. Hold 15-20 seconds.

As with all stretches or exercises, don't do anything that hurts.



Osteoporosis

Osteoporosis is a condition that affects the bones of people as they get older. It means "porous bone."

When the body does not have enough calcium, it takes the calcium it needs from the bones. The bones become full of holes and weak.

These weak bones break more easily. The bones are most likely to break are the spine, hip and wrist.

There are 1.5 million fractures in the United States every year due to osteoporosis.

Who is at risk for osteoporosis?

Osteoporosis mostly affects women who have already been through menopause. However, anyone can be affected. Other people who are also at risk include these:

- Caucasian and Asian people
- Anyone over age 65
- People who have a history of osteoporosis or broken bones in their families
- People who have had a low-trauma fracture as an adult
- Those with low body weight (less than 127 pounds)
- Smokers
- Alcoholics
- Those who do not get enough exercise
- Those who do not get enough calcium

If you have one or more risk factors for osteoporosis, be sure to talk to your doctor or health care provider.



HEALTH FACTS & TIPS

Disposing of Drugs

Is your medicine cabinet filled with expired drugs or medicines you no longer use? Are you wondering about the safest way to get rid of them?



Most drugs can be thrown into the trash, but here are some precautions you should take before you do that:

- Take the drugs out of the original container.
- Mix them with something undesirable, like coffee grounds or cat litter.
- Put the mixture into a plastic bag or tub and seal it.
- Before you throw away prescription bottles, scratch off your name, address and the prescription number.

To flush or not to flush?

Some drugs should be flushed down the toilet because they might harm others if they are accidentally taken, or because they might be illegally used. For a list of those drugs, go to the FDA website (www.fda.gov) and search for "flushing medicine." The instruction you get with the medicine might also tell you to flush any unused portions.

Other drugs should not be flushed, since they might get into the water supply. For everything that is not on the FDA list, use the precautions above and throw them away.





WORKPLACE TIPS

Why people like people who like people (cont'd)

Set a great example. Show others that they can count on you to be fair, friendly and even-tempered. Keep your cool. Remember that you are dealing with people who also have feelings, opinions and ideas. You can't learn anything if you are doing all the talking.

Then, take these suggestions and apply them to your customer service. Your customers are people too! If there's one complaint I hear over and over again from customers, it is that some companies they deal with treat them like account numbers rather than flesh and blood. Deliver your customers service with a human touch. Your customers should feel like the technology you use is an enhancement of your personal service, not a replacement of it.

Atlanta Business Chronicle, Strategies, March 18-24, 2011



Mackay is the author of five New York Times best-sellers, selling more than 10 million copies worldwide. He is a charismatic business speaker, nationally syndicated columnist and entrepreneur.
Website: www.harveymackay.com



Why people like people who like people

Quick, name three people at your workplace whom you look forward to seeing every day. Now, name three who rain on your parade every time you see them.

Which list was easier to generate?

I believe it was Lucy of "Peanuts" fame who said, "I love mankind. It's people I can't stand!"

But Lucy would have had an argument from former Chrysler Chairman Lee Iacocca, who said: "Anyone who doesn't get along with people has earned the kiss of death because that's all we've got around here, are people."

Whether you like them or not, you need to learn to get along with others. Having a co-worker who is difficult to deal with can destroy an office dynamic, which can be very bad for business. Customers wonder, if they can't get along with each other, how will they treat us?

On the flip side, a staff that has learned how to cooperate regardless of personal differences will project a positive vibe to customers. People, not specs, in many cases will be the key in determining who gets the sale.

Mackay's Moral

If you want to get ahead, learn how to get along.

William J. Bennett, former U.S. Secretary of Education, was once asked by a seventh-grader: "How can you tell a good country from a bad one?"

The Secretary replied, "I apply the 'gate' test. When the gates of a country are open, watch which way the people run. Do they run into the country or out of the country?"

Bennett's answer can easily be translated to business settings. If a company is good, people want to work there and customers know they are valued. The doors don't spin fast enough at a bad company.

Never underestimate the importance of people in your life. And always look for opportunities to improve your relationships, no matter how good they already are.

Successful work relationships depend on several factors. Perhaps the most important is you. What can you do to become a better co-worker?

Maintain a positive attitude. Managers and co-workers alike appreciate the support of someone with an upbeat outlook. Show some enthusiasm about your job and the organization you work for. Look for opportunities, not problems, and find the bright side of the challenges you face.

Always demonstrate integrity. Be honest with people. When you don't have an answer, say so. Admit your mistakes (and concentrate on not repeating them). Keep your promises, and meet your deadlines. All this shows your respect for other people and demonstrates your reliability.

Show a willingness to try. Don't be afraid to stretch out of your comfort zone. Volunteer for new tasks and extra responsibility. Take risks – be realistic about what you can and can't do, of course, but don't back away from a challenge because of the possibility of failure. Ask the right questions so you know what's really going on, regardless of whether you fear you may appear "ignorant."

Co-operate. Be a team player – help your colleagues with their priorities, and share information instead of hoarding it. Know what your manager wants, and support him or her to the best of your abilities. Offer your support when people need it, so they know you're not just out to get ahead for your own benefit.

Manage conflict. The ability to resolve conflicts among different groups of workers is a coveted skill in most organizations. Companies are looking for employees who can build positive relationships between people, yet don't shy away from controversy.

Focus on other people. Ask questions that let other people talk, and encourage them to open up and share their thoughts. You'll be less worried about saying something wrong, and you'll probably find enough common ground on which to build a real conversation. (cont'd in left hand column...)

Message from the International President

Hello everyone!

I know that the next few months are going fast for all of you. It's closing in on the end of the 2010-2011 year, and even though that's a couple of months away, time tends to slip by quickly and quietly. I think that's how gray hair takes over. One day you're in your 20s pulling a stray gray hair, and the next thing you know you're blowing out 40 candles on your cake. It seems as if the next time you look in the mirror you finally see all those other gray hairs you've been ignoring. That's when you pick up the phone and make an appointment with a good stylist.



Hair doesn't have anything to do with IAAP, but I do want to remind the leaders about the upcoming deadlines you won't want to miss. You won't want those to crop up and overtake you, leaving no time to meet them.

Finally, I have to say a few words about EFAM, especially to those who are debating on whether or not to go. Since that first convention I attended over 15 years ago I keep going back for a myriad of reasons and for one strong one: I always learn something that makes me more valuable in the workplace. Professional development is essential to every person serious about his or her career. If you're involved in IAAP, I know you're serious about learning all you can to become indispensable in the office. And, I'll admit, I've made so many lasting relationships in IAAP that I enjoy renewing those every year. Don't miss [EFAM in Montreal](#) this year.

Please click [here](#) to read President Ramsay-Drow's entire May message.

Enjoy the spring!

Mary Ramsay-Drow, CPS/CAP
IAAP International President

Fall Conference - October 9 - 12, 2011

The Fall Conference is held each October in various locations in North America. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder.

2011 Fall Conference Hotel Info

Sheraton San Diego Hotel and Marina

The Sheraton San Diego Hotel and Marina is located on Harbor Island overlooking a marina and San Diego Bay. Most of the rooms have spectacular views of the bay or the marina. Many of the area's most popular attractions are within a short drive, including the San Diego Zoo, Sea World Park, Old Town and Balboa Park. Shops and restaurants abound at nearby Horton Plaza.



[Make your reservations now for the 2011 Fall Conference](#)

For more tips & information, enjoy one of the benefits of IAAP membership by logging on to <http://www.iaap-hq.org/publications/officepro/index.html>



INTERNATIONAL NEWS



IAAP offers quality training for office support staff through Options Skills Training and Options Technology. Sharpen your skills and prepare for Microsoft Certification testing. Click [here](#) to learn more.



IAAP also offers you unlimited access for an entire year to more than 400 online courses in three distinct libraries for about what you'd pay for a two-day seminar (that's not even hands-on), and you don't even have to leave your desk. Surprised? Most admins are (and so are their employers). Click [here](#) for opportunities to add to your skill base.

Research & Educational Foundation

The IAAP Research and Educational (R&E) Foundation was established by a Declaration of Trust in 1966 as a 501(c)(3) organization that accepts tax deductible contributions within the parameters of Section 170 of the IRS code.

The R&E Foundation was created to advance the knowledge of the administrative profession and provide educational services to admins. The Foundation is governed by a Board of Trustees consisting of the IAAP President, President-Elect, Vice President, Secretary and Treasurer. For more information, click [here](#).



GEORGIA DIVISION NEWS

Introducing our In-Coming 2011-2012 Georgia Division Officers



LaVonne Goldschmidt, CPS/CAP; Jenny Stewart, CPS/CAP; Barbara Wiley, CPS/CAP; Valerie Carter, CPS/CAP; Bonnie Judy, CPS/CAP

Georgia Division Upcoming 2011 Dates

August 6, 2011 – Leadership Forum.
Aflac Support Center in Columbus

August 15, 2011 – Deadline for
certification exam applications for
November



Certification Corner

For information
on recertification,
click [here](#).

Exam Dates **Deadline Dates**
Nov. 4-5, 2011 Aug. 15, 2011

Check out our latest [statistics](#) on
certifications – as of January 2011.

For those who are still furthering
their education, in case you did not
know, these exams can earn you
[college credits](#).

"Passion & PURPOSE: The **BEACON** of Professionalism"

2010-2011 Georgia Division Officers



Left to right: Barbara [Wiley](#), CPS/CAP, President-Elect; Nina [Hubbard](#), CAP, President; Jenny [Stewart](#), CPS/CAP, Vice President; Valerie [Carter](#), CPS/CAP, Secretary; LaVonne [Goldschmidt](#), CPS/CAP, Treasurer. www.iaap-georgia.org

Georgia Division Annual Meeting

The 57th Annual Meeting of Georgia Division IAAP was in a word "Awesome." Our hat is off to Albany Chapter and their Tiftarea Chapter Friends. The training sessions were superb and the business session went very smoothly.

All proposed amendments to the By-laws and Standing Rules were passed. Two proposed amendments of special interest are:

1. The Immediate Past President will serve as delegate to EFAM. This amendment ensures that the Division President attends the EFAM chaired by the International President who served during his or her IAAP year.
2. The awards section will be removed and become part of a policy and procedures document.

The Installation banquet was wonderful. Nina gave a wonderful outgoing address and encouraged us to "Be a Beacon." The 2011-2012 board was installed as follows:

- Treasurer Bonnie Judy, CPS/CAP
- Secretary LaVonne Goldschmidt, CPS/CAP
- Vice President Valerie Carter, CPS/CAP
- President-Elect Jenny Stewart, CPS/CAP
- President Barbara Wiley, CPS/CAP

Incoming President Barbara Wiley introduced the international theme, Making the Leap to Remarkable, and unveiled her new theme for S.S. Georgia Division, IAAP: Ship of Success; Relationship, Membership and Mentorship.

At the leadership meeting on Sunday morning the newly elected officers introduced their teams. Jenny Stewart, CPS/CAP is the Board contact for Athens Chapter.

Team Names are as Follows:

Jenny Stewart, CPS/CAP – Quarter Masters
Valerie Carter, CPS/CAP – Master Gunners
LaVonne Goldschmidt, CPS/CAP – Master Helmsmen
Bonnie Judy, CPS/CAP – Sailing Masters

We are ready to set sail, steady as she goes. Join us on the S.S. Georgia Division, the IAAP Ship of Success.

*LaVonne Goldschmidt, CPS/CAP
Georgia Division Secretary*