



Citrus Valley Insight

Citrus Valley Chapter
California Division

Volume 16, Issue 42

April 2010

Citrus Valley Chapter...Helping administrative professionals
discover their personal and professional potential.



*IAAP's Vision:
To inspire and equip all
administrative professionals
to attain excellence.*

A Message from our President — Peggy Wall

Dear Chapter Members,

This month, we have Beth Misner speaking to us on “Leadership Through Healthy Conflict”. We all have been exposed to conflict in the workplace and Beth will teach us how to:

- Recognize potential conflict
- What to do to prevent conflict
- How to handle conflict

Join us on April 28th to learn from Beth a healthy way to handle conflict.

Membership in IAAP is voluntary and like me, this may not be the only activity outside of work you are involved with. However, without a commitment from our members, this chapter and the organization will cease to exist. We will be holding our board elections next month and have several roles that have gone unoccupied for some time now. Please consider what you may contribute to the growth of Citrus Valley next year.



I will unfortunately miss this month’s meeting and am disappointed I will not hear Beth’s message on healthy conflict.

Sincerely,

Peggy

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Reminders:
▲ RSVP by April 26 for our next chapter meeting on April 28, 2010
▲ SoCal Leadership Meeting May 22. Location TBD
▲ June 11-13 Annual Education Forum



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Excerpted from: **Where Would I Be Without You?** by BJ Gallaher

Excerpted from *Ethics4Everyone*

“Walk The Talk”

Here’s a lesson from Reality 101: You earn the right to expect others to do things by doing those things yourself. And that lesson applies directly to business ethics.

What do you expect from your organization and the companies you do business with as a customer? Do you expect your boss to be honest and fair? Do you expect to be treated with dignity and decency? Do you expect quality goods and services in exchange for your hard-earned money? Do you expect others to respect your time and keep their commitments? Of course! You expect all of those...and a whole lot more. And it should be no surprise that your customers and co-workers have the very same expectations of you!



Giving what you expect to get from others is called integrity. Expecting what you fail to give yourself is called hypocrisy. Don’t be a hypocrite – our world already has more than enough of them. Instead, choose to be a role model of ethical behavior. We need all of those we can get.

*“If you want to feel proud of yourself, you’ve got to DO things you can be proud of. Feelings follow actions.”
~Oseola McCarty*

WOW Word-Of-the-Week #295

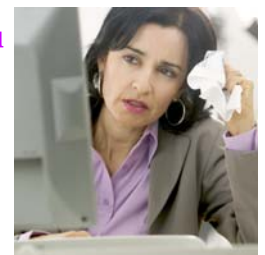
Choices - what we do consciously or unconsciously every day.

Susan Clarke Motivation Unlimited!
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Do you choose to be in control of your life every day? Do you feel you make good choices? This week my computer crashed. So I had to make a choice about being upset or letting it go. I had been keeping my website up to date when I had internet. I had my WOW ready to go. All of which I no longer have access to. And then along comes this wonderful email from Steve Straus who sends out **STEVE'S...3 - MINUTE...COACHING**

Today's Topic - **PRINCIPLE**: Choices (Principles are basic truths that, when applied, cause success to come to you easier and quicker.) You can either make your own choices or let someone else make them for you. It's your choice!

Of course there are times when it's useful to let someone else make choices for you -- when they have more expertise, when they have more time, or when they need to learn something new by making a choice and experiencing the result. But that is not what this Principle is about.



The issue is do you see yourself as always being at choice, always in charge of your life? Or do you feel constrained, unable to be free to choose? If it's the latter, you might want to ask yourself why that is so. Choose to live free. Choose to always be at choice.

Coaching Point: What's a great choice you made recently?



Serving members in eastern Los Angeles County, western San Bernardino County and northern Orange County

We're on the Web

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

Insight Editor: Suzanne Sutherland
Phone: 626.854.4373
Fax: 626.913.9062
suzanne_sutherland@deanfoods.com

Contributors: Peggy Wall



Commitment is what transforms a promise into reality. It is the words that speak boldly of your intentions. And the actions which speak louder than the words. It is making the time when there is none. Coming through time after time after time, year after year after year. Commitment is the stuff character is made of; the power to change the face of things. It is the daily triumph of integrity over skepticism.

~ Abraham Lincoln

Appreciation in Action

by Mike Robbins

Here are a few things to think about and practice as you look to expand your ability to have more time and space in your life:

1) Notice your relationship to time, your schedule, and your commitments. How do you relate to time? How do you feel about your schedule? Do you feel victimized by your commitments at home, at work, and in general? The more honest you can be with yourself about how you feel about the things you have to do in life, the more able you are to alter it (if that's something you would like to do). Most of us have an odd or disempowered relationship to time. Just listen to some of the weird things we say, "Time flies." "I never have enough time to do what I want to do." "Where did the time go?" These and other statements, thoughts, and beliefs put us in the role of victim as it relates to time and our commitments.

2) Start saying "no" to things. This one can be tough for many of us. As life coach and author, Cheryl Richardson says, "If it's not an absolute 'yes', then it's a 'no.'" "We often need some support or feedback from others when it comes to this one. But, being able to say "no" to requests and invitations that we get is an important aspect of giving ourselves more time and space. And, looking at the many things we have our plate right now and being able to take some of them off (by disengaging from them), is also essential. This is not about being flaky or irresponsible; it's about being authentic about what we were willing and able to do, and what we're not. So often our "disease to please" causes us to say "yes" to things we really need to say "no" to.

3) Give yourself more time than you think you need. Packing our days, weeks, schedules, and to-do lists with too many things sets us up to fail. In many cases, we don't even realize how long it will take for us to complete simple tasks or activities. As I continue to learn, trying to do too many things in a short amount of time has a negative impact on the task itself, anyone else involved in it with me, and on my own sense of well being and peace in the process. What if we gave ourselves more than enough time to complete projects, get places, and take care of things? Imagine what that would feel like for us and those around us, and imagine how much more creative, passionate, excited, and effective we could be in the process.

Get support, feedback, and coaching for this from others you trust, people know you, and those who seem like they have a relative sense of peace in their own lives. We don't have to figure this out on our own. The world around us is speeding up all the time. The expectations and demands on us can seem unreasonable (and often are). However, when we remember that we are the authors of the book of our life and that we get to dictate how we operate, feel, and show up in life - we no longer have to be victims of time, our schedules, and all that we have to do. When we're willing and courageous enough to give ourselves more time and space, our life can transform..

What can you do to give yourself more time and space in your life right now? What will this take on your part? What will the benefits be?

Mike Robbins empowers individuals, teams, and organizations to be more productive, appreciative, and successful through his keynotes, seminars, writing, and consulting. He is the author of the audio program, *The Power of Appreciation*, a contributing author of *Chicken Soup for the Single Parent's Soul*, the author of the best selling book, *Focus on the Good Stuff* (Hardcover, Jossey-Bass/Wiley) and the forthcoming book, *Be Yourself, Everyone Else is Already Taken* (Hardcover, Jossey-Bass/Wiley, April 2009). Mike has been featured in Forbes, on the Oprah and Friends radio network, and on ABC News. He is a member of the National Speakers Association (NSA) and is a Certified Speaking Professional (CSP), NSA's highest earned designation. Mike lives in the San Francisco Bay Area with his wife Michelle and their daughter Samantha. Learn more about Mike and sign up for his free newsletter at www.Mike-Robbins.com



Board Members

**2010
Calendar of Events**



President/Vice President

Peggy Wall

Bus. 714.996.7040 ext 2446
Fax 714.996.4545

peggya.wall@verizon.net

Recording Secretary

Joan Prechtl

Bus. 714.961.6302
Fax 714.459.1976

jgprechtl@beckman.com

Corresponding Secretary

Bus.
Fax

Treasurer

Dawn McCollum, CAP

Bus. 714.961.4992
Fax 714.773.8999

dmmccollumcap-certified@yahoo.com

Newsletter Chair

Suzanne Sutherland

Bus. 626.854.4373
Fax 626.913.9062

suzanne_sutherland@deanfoods.com



Today I will do what
others won't, so
tomorrow I can
accomplish what
others can't.

~ Jerry Rice

April

28

Citrus Valley Chapter Meeting
"Leadership through Healthy Conflict"
Beth Misner, BNI, International

May

12

Citrus Valley Chapter Meeting
*"Finances – Understanding Budgets and
Credit Reports"*
Cindy Navaroli, Platinum Consulting Group

CVC Board Elections

22

SoCal Leadership Meeting—Location TBD

June

11-13

Annual Educational Forum and 58th Annual
California Division Meeting — Pleasanton, CA
www.iaap-ca.org

23

Citrus Valley Chapter Meeting
Installation of 2010—2011 Board

July

18-21

International Education Forum and Annual
Meeting — Boston, MA



Citrus Valley Chapter Meeting

*Our guest speaker is from
BNI (Business Network Int'l.)*

Have you been exposed to conflict in the workplace?

There is a way to have healthy conflict, not just avoid it or go into react mode. Understand how the four behavior styles play off each other in order to take the lead so things don't degenerate. In this interactive session you will learn how to:

- Recognize potential conflict
- What to do to prevent conflict
- How to handle conflict

Opportunity Raffle Tickets
\$1.00 each or 6 for \$5.00

Wednesday
April 28, 2010

Beth Misner

Co-Founder and Administrator

BNI-Misner Foundation

**“Leadership Thru Healthy
Conflict”**

Location: Marie Callender's Restaurant
(directions below)
1560 Albatross Road
City of Industry, CA 91748
(626) 964-1094

*Approved for
One CPS/CAP
recertification
Point*

Networking/Check-in: 6:00 pm

Introductions: 6:30 pm

Dinner Choices: Gorgonzola, Pecan, Chicken & Field Greens or Lemon Chicken or Soup & Salad Bar

Registration: CVC Members: \$20 Visitors: \$25 Other IAAP Members: \$22
(Please make checks payable to IAAP) \$10.00 24-Hr No Cancellation / No Show Fee

Reservations: **Please RSVP by Monday, April 26, 2010**
Joan Prechtl jgprechtl@beckman.com 714-961-6302

Directions from the East towards Los Angeles:

- ▶ Take the Pomona Freeway (60) to the Azusa Avenue exit.
- ▶ Turn left (south) over the freeway past the Puente Hills Mall.
- ▶ At the 3rd signal turn left on Colima Road.
- ▶ Turn left at the next signal, which is Albatross Road. Marie Callender's will be on your right, about ½ block down (after you cross Almahurst).
- ▶ The Banquet Room is located on the immediate right as you enter Marie Callender's Restaurant.