



# Citrus Valley Insight

Citrus Valley Chapter  
California Division

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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 —*

Wow it's June already! It did not take long for the first part of the year to fly by. I have learned so much by being CVC's President this year. Thank you all for your patience and walking along side me to become a better leader. I appreciate all those who have guided me this far.

So much has been accomplished this year. We have enjoyed ten exceptional speakers and interesting topics. Thank you to Dawn McCollum for coordinating our speakers in conjunction with performing her other duties as Treasurer. Suzanne Sutherland has provided great information to enhance our lives in the newsletters each month. Joan Prechtel has been faithfully recording our minutes at each chapter meetings and our board of directors meetings. Roberta Conrad and Carol Bolton have been instrumental in putting together remarkable gift baskets for our opportunity drawings. Marilyn Elmore has assisted in interpreting the Chapter By-Laws and Standing Rules. It is only by involvement of its members that makes Citrus Valley great.



In the months to come the new board of directors will be planning new adventures for Citrus Valley. I look forward to working with the new board for new ideas and to bring you, the members another exceptional year.

Remember to attend our June 23<sup>rd</sup> meeting. Our speaker, Penny Lambright will share her tips for getting organized. Also, we will announce the details of our July social.

Respectfully,

Peggy

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### Reminders:

- ▲ **RSVP by June 21 for our next chapter meeting on June 23**
- ▲ **July Social Get-Together TBA**
- ▲ **July 18-21 International in Boston, MA**



## Choose the Right Medium for Your Message

The general rule of thumb is: **The more *impersonal* the information to be conveyed, the more impersonal the method of conveying it.** For instance, if you want to set the time and date for a meeting, email or text message is fine. If you're giving directions to an event, same thing. When all you're conveying is facts or data, using impersonal modes of communication is appropriate.

The converse is also true: **The more *personal* or *sensitive* the information to be conveyed, the more personal the medium should be.** For instance, if you need to discuss salary or benefits with someone, a face-to-face conversation is always best. Second best choice would be the telephone. You do NOT want to discuss things like salary in an impersonal way – like via email.



It's the same with emotional issues – topics about which you or others have strong feelings. If you've offended someone – pick up the phone and call them. If you're disappointed in someone else – pick up the phone and call them. Better yet, go see them! Resolving conflicts or misunderstandings are almost always done better in person or on the phone. You need the personal touch.

It is very tempting in these days of instant computer messaging and all sorts of fast, easy ways to communicate, to just use the convenient, fastest way. Don't do it!

Consider how personal your message is; think about the person(s) on the receiving end; carefully choose a mode of communication that suits the message AND recipient.

*The newest computer can merely compound, at speed, the oldest problem in the relations between human beings, and in the end the communicator will be confronted with the old problem of what to say and how to say it.*

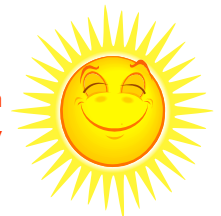
~ Edward R. Murrow

## WOW Word-Of-the-Week #302

**Disposition** - one's usual mood or frame of mind.

What is your usual mood? Would you say you have a happy disposition? Do you experience big mood swings? Would you like to be happier?

It seems that this is the hot topic of the year. I remember my mother saying, "I just want you to be happy," from the time I was a small child. Happy then was getting presents, getting to eat ice cream and candy, basically getting my way. (which didn't happen very often)



Robert Masello wrote an article for the Parade Magazine titled, "Make Happiness Happen." In the first paragraph he told a story about being nice to the lady at the post office and wrote, "Being nice hadn't only improved the clerk's day, it made me feel pretty good too. The last year or two has been rough for nearly all of us. While there are a lot of things we can't control, there is something we can do to make our lives more rewarding - and even happier. Cheap, easy and environmentally friendly, it might be called a 'positive-attitude adjustment.'" (Have you heard me say that one before?)

Tal Ben-Shahar the author of "Happier" says, "Recent findings prove the brain is more flexible than we used to think. With practice, we can change our habits and even our natural disposition. Seek out positive distracters. Figure out what is fun for you, whether it's watching movies or listening to music or going to a ball game - and then make sure you do it."

Focus on your natural disposition. Do you have a positive frame of mind? What would your family, friends, guests, customers, members or clients say about your disposition? Also, make sure you have a least one "positive distracter"!



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>

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***We are not here to merely make a living. We are here to enrich the world, and we impoverish ourselves if we forget this errand.***

***~ Woodrow Wilson***

## Appreciate the Simple Things

by Mike Robbins

With this in mind, there are two important things that you can do right now (and in an ongoing way) to alter the experience of your life, your work, and your relationships extraordinarily:

1) Be Easily Impressed - In order to be easily impressed (i.e. to truly appreciate the simple things in life) we have to look for good stuff, appreciate the small miracles that occur around us all the time, focus on the amazing aspects of people and things, and let go of arrogant, erroneous notions like, "I already know that," or, "I've seen it all," or, "No big deal."

When we're difficult to impress we also make it hard to be happy, grateful, and fulfilled. When we allow ourselves to be easily impressed, life gets much more fun and interesting. Appreciation is fundamentally subjective. People and things are only valuable (or not) based upon our perception of them.

If you're interested in living a life filled with passion, success, and gratitude, it's in your best interest to allow yourself to be authentically amazed all the time. Life is a miracle. People are incredible. You are fantastic. And, these things are only true if we pay attention to them and allow ourselves to be impressed by the greatness of life, others, and ourselves.

2) Be Hard to Offend - Being hard to offend is not about us abandoning our values or convictions, it's more about choosing to allow other people and things be exactly as they are, without resistance of judgment.

We take so many things personally that have nothing to do with us at all. The more we react to something, the less freedom and peace we have. When I get really "triggered" by someone or something, if I make it all about the other person or the thing I'm focusing on, I usually miss the real gift, the lesson, and the point (i.e. the shadow or mirror that this "negative" thing is showing me about myself and life).

We are not victims of the people or circumstances in our lives. Others don't actually have the power to offend us. As Eleanor Roosevelt so brilliantly stated, "No one can make me feel inferior without my permission." This same phenomenon is true about being offended. It's a choice we make and we have the power to choose not to be offended in almost every situation.

Unfortunately, most of us (myself included) have these two things flipped upside. In other words, we're often very difficult to impress and quite easy to offend. And, as you may have noticed, this doesn't work so well for us and those around us. How we can start flipping this around - becoming more easily impressed and harder to offend - is by appreciating the simple things in life and doing so as a regular practice.

Action Idea - Appreciate the Simple Things Right Now:

Take a moment right now to pause and put your attention on all of the simple things you can appreciate in this moment. Look around where you are, go within yourself, and scan your life right now - focusing on what you appreciate. You can just think about these things, talk about them with someone else, or write them down (on a piece of paper, in your journal, in an electronic document, on my blog or your blog, and more). It doesn't really matter what form it takes, this is about putting our conscious attention on some of the many simple things we can appreciate in this moment.

Some of these things while "simple," may be quite significant (your health, your job, your most important relationships, etc.) And, even if you focus on very basic things (the fact that you have a computer or device that allows you to access this article, that your eyes work well enough to read it, that the electricity or battery power running your computer or device is allowing it to function, and more), your ability to recognize and appreciate the "good stuff" in life is directly related to your level of fulfillment and enjoyment.

We always have a choice as to what we pay attention to, what we focus on, and what we appreciate (or don't). Make a commitment to yourself to appreciate the simple things in your life in a genuine and ongoing way, and see what happens!

What "simple" things in your life can you appreciate right now?



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](http://www.Mike-Robbins.com)



**Board Members**

**2010  
Calendar of Events**



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*Success at almost anything  
doesn't just happen.  
In almost every area of your  
life, the more you prepare,  
the better the result will be.*

*~Joel H. Weldon*

**June**

11-13 Annual Educational Forum and 58th Annual California Division Meeting — Pleasanton, CA  
[www.iaap-ca.org](http://www.iaap-ca.org)

23 Citrus Valley Chapter Meeting  
*"Beyond Spring Cleaning: Steps for Getting Organized and Simplifying Your Life"*  
By Penny Lambright, President,  
Clutter Cleaners, Inc.  
Installation of 2010—2011 Board

**July**

CVC Hiatus

18-21 International Education Forum and Annual Meeting — Boston, MA

Excerpted from *All We Have Is All We Need: Daily Steps Toward a Peaceful Life*  
by Karen Casey

These days, our lives can feel so hectic and out of control, so lacking in hope and joy. And yet every day, opportunities to experience joy and create peace-filled lives come our way. We have within us the enormous potential to create peace.

It's a matter of how we view the people and experiences in our lives. Being willing to see things differently is all that we need. Every time we respond to a situation with love rather than anger, or fear, or hatred, we take a step toward a more peaceful life, and each step creates its own momentum for positive change—small changes that ripple their way ever outward, influencing other people, other communities, and, ultimately, the world.

That's right. Your decision to act from a place of love contributes to the well-being of all humankind. No matter how crazy the rest of the world seems, we are neither helpless nor hopeless. And the power to effect peaceful change is as close as our next thought. We have within us all we need to do our part in making this a more peaceful world. I'm not just playing with words when I say, *all we have is all we need*.

All we need to do is shift our own perspective and we can create the very miracles we seek. The world we see and experience is nothing more or less than a reflection of us, every one of us, and the way toward peace comes through such simple actions as responding with love to our spouse or child, behaving with courtesy toward the person sitting next to us in a meeting or on the bus, smiling at the person standing ahead of us in line at the grocery store. We offer nourishment to all of us every time we say a silent prayer for someone. It's all about what we send out from our hearts.

*Check the Citrus Valley Chapter Website for updated program and meeting information.  
[www.iaap-citrusvalley.org](http://www.iaap-citrusvalley.org)*



**Citrus Valley Chapter Meeting**

**Want to get control, yet  
simplify your life?**

**Are you a packrat or a  
hoarder?**

**Learn how to get rid of 80% of  
what you really do not need.**

**Learn how to Declutter your  
life and the environment.**

**During Business Portion: Board of  
Directors Installation. Please  
attend to welcome your  
2010/2011 Board.**

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

**Wednesday  
June 23, 2010**

**Penny Lambright  
President, Clutter Cleaners, Inc.**

**“Beyond Spring Cleaning: Steps for  
Getting Organized and Simplifying  
Your Life”**

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

**Networking/Check-in:** 6:00 pm

**Introductions:** 6:30 pm

**Dinner Choices:** Chicken Caesar Salad or Chicken Broccoli Fettuccini 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 Tuesday, June 21, 2010  
Joan Prechtl [jgprechtl@beckman.com](mailto: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 3<sup>rd</sup> 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.