



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 —

As I returned from my vacation last week and got settled back into my daily routine at home and work, I tried to remember how stress-free I was feeling and to learn how to bring that feeling into my daily life. It is good for us to take time for ourselves to recharge our batteries to bring our best self forward in work and fun.



This month's topic is "Knowledge is Power: Budgeting and Financial Planning for Non-Financial Individuals". Cindy Navaroli, MPA, CPA and Sherri Rojo, CFO, of Chino Water Basin Watermaster will present how to take stock of your present situation and develop a plan to prepare for your future. I am looking forward to hearing them speak.

It is important that we have as many of our members present to be involved in the election of our Board of Directors. Plan to attend and cast your vote or nominate individuals from the floor.

Thank you to Ellen Schultz, CAP for running the meeting in my absence last month. I look forward to seeing all of you on Wednesday.

Respectfully,

Peggy Wall

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Reminders:

- ▲ **RSVP** by May 10 for our next chapter meeting on May 12, 2010
- ▲ **SoCal Leadership Meeting** May 15. Marmalade Café in Tustin from 9 to 11 a.m.
- ▲ **June 11-13 Annual Education Forum**



Keep Your Goals in Sight

When she looked ahead, Florence Chadwick saw nothing but a solid wall of fog. Her body was numb. She had been swimming for nearly sixteen hours. Already, she was the first woman to swim the English Channel in both directions. Now, at age 34, her goal was to become the first woman to swim from Catalina Island to the California coast.



On that Fourth of July morning in 1952, the sea was like an ice bath and the fog was so dense she could hardly see her support boats. Sharks cruised toward her lone figure, only to be driven away by rifle shots. Against the frigid grip of the sea, she struggled on – hour after hour – while millions watched on national television.

Alongside Florence, on one of the boats, her mother and her trainer offered encouragement. They told her it wasn't much farther. But all she could see was fog. They urged her not to quit. She never had...until then. With only a half mile to go, she asked to be pulled out.

Still thawing her chilled body several hours later, she told a reporter, "Look, I'm not excusing myself, but if I could have seen land I might have made it." It was not fatigue or even the cold water that defeated her. It was the fog.

She was unable to see her goal.

Two months later, she tried again. This time, despite the same dense fog, she swam with her faith intact and her goal clearly pictured in her mind. She knew that somewhere behind that fog was land and this time she made it! Florence Chadwick became the first woman to swim the Catalina Channel, eclipsing the men's record by two hours.

As a leader, the goals for your team must cut through the fog like a beacon in the night.

They must always be in sight. Experts on motivation disagree on a lot of things but one thing they all agree on is that your levels of motivation are directly tied to your expected probabilities of success. In other words, if you believe you can do something (the goals are realistic), you're likely to be highly motivated. If, however, you think you can't and your goals are not in sight, your levels of motivation fall greatly.

The lesson here is to continue to DREAM BIG DREAMS, but realize that short-term realistic goals are the real keys to success.

WOW Word-Of-the-Week #301

Unexpected - surprising or unforeseen.

How comfortable are you when things don't go as expected? Do you delight in surprises? "Unexpected (pleasant) surprises for your guests are welcome expressions of your caring and hospitality. The pity is that many operators find unexpected surprises for themselves to be more traumatic."

"Many people are incredibly uncomfortable when forced to operate in the unknown, but isn't that where you really are most of the time anyway? The truth is that even the "knowns" are constantly in flux." "Something becomes "known" only because you create a fixed way of thinking about it. Basically, you make something up and get attached to it. The more you insist that the way you see things is the way they have to be, the more rigid you become. Eventually you can turn into one of those stubborn jerks that you hate!"

"Your mission, if you choose to accept it, is to give yourself permission to become more comfortable living in the unknown. Slow down. Know less. See More. Operating from a state of "I'm not exactly sure" will keep you more open to fresh possibilities and insights."

"It can be scary at times but it is never boring!" Focus on the unexpected. Are you rigid in your thinking? How would it feel to accept the unexpected? What could you do that would be a pleasant surprise for your guests, customers, members or clients?





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

Appreciation in Action

by Mike Robbins

Keep Your Head in the Clouds and Your Feet On the Ground

Here are a few things you can do and think about to balance the yin and yang energies of dreaming and doing in your life:

- 1) Notice where you are on this spectrum.** Take some time to reflect on where you fall on the "head in the clouds, feet on the ground" continuum. While many of us move back and forth a bit on this spectrum, most of us have a natural place where we settle - i.e. we're more of a "dreamer" or a "doer." Once we recognize where we are, we have the ability to move and create more of a balanced approach - if we choose to.
- 2) Allow yourself to focus on your dreams.** What are some of your biggest dreams? What do you truly want in your life? Having passionate desire without attachment is one of the most important elements of us making our dreams come true. However, because most of us have been hurt, disappointed, or let down by goals that haven't been attained, we tend to hold back when it comes to thinking about, visualizing, and talking about our deepest desires and most important dreams. Having our "head in the clouds" is about giving ourselves permission to dream and dream big.

3) Take intentional and effective action. One of the biggest challenges we encounter in our journey towards our dreams is either not taking effective action (because we don't know what to do or we're too scared to do it) or taking too much ineffective action (because we're running around crazy or acting in an unconscious way). When we allow ourselves to dream big (with our "head in the clouds"), how we keep our "feet on the ground" is by coming up with intentional and appropriate actions to move forward with our goals, even if we're scared and not sure how things will turn out. We often need guidance, advice, and support in this process - because it can be confusing, intimidating, or both.

4) Get good support and feedback. Support and feedback are essential aspects of life, success, and growth - as we all know. Specifically related to our dreams - it's crucial that we have empowering support around us. Some of us need people who can challenge us to think big, focus on our goals, and dream. Others of us need people to help ground us, keep us in reality, and help us focus our energy, passion, and ideas in a practical way. And, all of us need people who can cheer for us, hold us accountable, and support us on our journey in an authentic and meaningful way. We can't do it alone - well, at least not nearly as easily or effectively.

5) Have fun! It's important for us to enjoy the journey and not take ourselves or life too seriously. Sometimes, as you may have noticed, we get really intense, uptight, and stressed out about our goals and dreams - almost as if we're holding our breath, waiting to exhale once things all turn out. This creates a stressful dynamic in our lives and is not the most conducive environment (internally and externally) for us to create success and fulfillment. Having fun along the way ensures we keep things in perspective and enjoy the ride, regardless of the outcome.

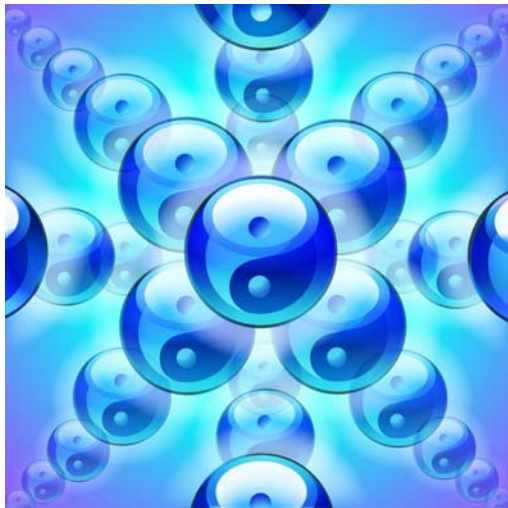
Keeping our head in the clouds and our feet on the ground is a lot easier said than done. However, when we're able to do both of these things with passion, intention, and focus - we create a sense of balance and peace that can allow us to have what we truly want in life.

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

We're on the Web
<http://www.iaap-citrusvalley.org>

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Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must vigorously act. There is no other route to success.

~ Pablo Picasso



Board Members

**2010
Calendar of Events**



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**You earn the
 right to expect
 recognition by
 giving it! It's that
 simple.**

~ Eric Harvey

May

- 8 Professional Development Seminar (MCS)
 Planning Committee Meeting at
 Polly's Pies in Tustin from 9:00 to 11:00 a.m.
- 12 Citrus Valley Chapter Meeting
 "Finances — Understanding Budgets and
 Credit Reports"
 Cindy Navaroli, Platinum Consulting Group
 CVC Board Elections
- 15 SoCal Leadership Meeting—Marmalade Café in
 Tustin from 9:00 to 11:00 a.m.

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

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

*Check the Citrus Valley Chapter Website for updated program and meeting information.
www.iaap-citrusvalley.org*



Citrus Valley Chapter Meeting

**Wednesday
May 12, 2010**

Cindy Navaroli, MPA, CPA
Principal Consultant, Platinum Consulting Group
&
Sherri Rojo
CFO, Chino Basin Watermaster

**“Knowledge is Power: Budgeting &
Financial Planning for Non-Financial Individuals”**

**Why should you worry or care
about your finances?
Is having a job good enough to
secure your financial future?
Take stock of your present
situation and
Develop a Plan/Prepare for
your financial future.**

**During Business Portion:
Board of Directors elections
are taking place tonight.
Plan to attend to cast your
vote or nominate individuals
from the floor.**

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

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: Homestyle Meatloaf or Turkey on Croissant w/Coleslaw 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.