



Georgia Division MAL Connection

POWER of Commitment, Professionals Achieving the Extraordinary
Editor: Sharon Jordan CAP
Contributors: Fawn Britt and Lesia Waker



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A message from our Georgia Division Member-At-Large Committee Chairperson

As IAAP members, we are looked upon as experts in our field and should use our affiliation with the organization to advance professionally and personally. The word is getting out about the association and now, more than ever, employers are looking for administrative professionals they can trust to their day to day activities as well as their projects. An administrative professional isn't defined as a secretary or a receptionist. Many job titles fall under this umbrella, including but not limited to, project managers, payroll specialist, coordinators, team leads and more. Membership has its privileges when you take advantage of the unique opportunities the organization has to offer: networking, development, and being exposed to cutting edge technology via chapter and division meetings.

Visit a local chapter near you to get to know other field experts and build your network. You never know who you may meet that can take your career to the next level.

Fawn Britt

2009-2010 MAL Chairperson
Georgia Division IAAP

Certification Information

By Sharon Jordan CAP

What is Management?

According to IAAP Certified Professional Secretary® and Certified Administrative Professional® Examination Review Series, Management fifth edition, management is the process of achieving organizational objectives through the use of people and other resources. A manager helps the organization meet these goals. There are four functions of management that are essential to a successful manager.

Planning

Planning is the first tool in the management process. It is the manager's responsibility to determine the goals as well as make the decision of how to accomplish them. This is done by establishing a strategy, setting objectives, and determining the resources to attain the goals. Usually the goals and objectives are defined by the organization's mission and vision statement.

Organizing

In order to reach the objective outlined in the planning process, the manager must organize. Organization is to understand what tasks should be completed, who will complete the tasks, and how the tasks will be completed. It is also important for the manager to know the availability of resources, in order to effectively and efficiently maximize performance to meet the goals.

Leading

Organizational success depends on the leadership of the organization. Leadership is to communicate, guide, motivate, and direct the resources to execute the plan with maximum efficiency and minimal waste. It is the leader's responsibility to oversee the plan as well as assist in accomplishing the goals. Effective leadership inspires others to willingly fulfill the organization's goals and achieve high results.

Controlling

Controlling is the process of monitoring the organization's performance to ensure goals are met according to the plan. Controls also help to ensure plans are implemented properly, identify any deviations, and implement any preventative measures. Establishing and using standards helps to hold others accountable and set a comparison for performance based on the objectives and evaluation process.

Administrative Professional Hot Topics and Tips

Trim business costs with Web conferencing

By CNET Online Courses, CNET Editor

Web conferencing is a cost-saving alternative to traditional face-to-face business meetings that often require travel and all it entails: crowded airports, tedious security checkpoints, and overpriced hotels. With Web conferencing software and a broadband internet connection, you and your associates can conduct online meetings with audio and video, slide-show presentations with animations, text chat, and other essentials.

Pay-per-use

For one-time-only meetings, pay-per-use service may be beneficial. [WebEx](#), for instance, offers a 33-cents-per-minute, per-user plan, and [Citrix](#) has a \$49-per-month plan for unlimited meetings. Keep in mind, however, that audio conferencing often costs extra. One WebEx plan, for instance, provides an optional toll-free number for attendees to call, but it costs 20 cents per minute, per participant. For longer meetings with a dozen or so attendees, that can get pricey in a hurry.

Use VoIP Internet Audio

VoIP audio can help keep costs down. [Microsoft Live Meeting 2005](#), for instance, offers a one-way, Internet Audio Broadcast feature that allows you stream audio to other participants. This is useful for conference calls and training sessions with dozens or even hundreds of attendees that don't require two-way audio. When attendees have a question, they can ask it via text chat.

The information in this tip originally appeared in the [Web Conference Basics](#) online class.

**Excerpt from cnet.com website: http://reviews.cnet.com/ipod/9602-12576_7-0.html?messageID=2509765&tag=nl.e410*

How Do You Lead a Conference Call... the Right Way?

More and more businesses are utilizing conference calls rather than face to face meetings. It is important to be able to lead these calls effectively. There are specific techniques that can be used to improve the efficiency and effectiveness of your conference calls. Consider these suggestions as you prepare to lead your next conference call:

1. Establish a ground rule that everyone should be dialed in at least 5 minutes prior to the start time. This practice helps avoid latecomers chiming in sporadically during the first five minutes of the call and allows the call to start on time.
2. Don't backtrack for latecomers. Get participants used to the fact that if they call in late, they will have to catch up after the call. When you constantly review previous discussions for latecomers, it caters to that behavior. Try to build a norm of punctuality for your calls.
3. Establish a ground rule that anyone on the call should hit the # sign whenever they think the discussion has veered off topic or has gone on too long. No one knows who hit the # sign, but it serves as a great way to reign in the conversation and avoid rambling discussions.
4. Take 5 minutes at the end of the call to debrief by asking participants to share some feedback lessons learned. This is a great way to highlight issues or bring to light subtle points of concern.
5. Structure the call to engage as many people as possible, by conducting roundtable discussion, sporadically calling on participants, or asking each person to make a brief comment. This discourages multitasking.

Excerpt of this article has been reprinted with the permission of Dana Brownlee, www.meetinggenie.com

**Excerpt from MeetingGenie.com February 2010 Newsletter; owned and operated by Professionalism Matters, Inc.*

IAAP News

2010 Georgia Division Annual Meeting, June 11-13

Holiday Inn Select, Atlanta Georgia. Please join us for two fun-filled, educational days. Fulton County Government Chapter is the host chapter for the event.

2010 Professional Education Spring Conference, March 8 - 10

The Professional Education Conference is designed especially for administrative professionals and will provide attendees with all the knowledge, skills, and attitudes they need to fit in with their executive teammates and the credibility and confidence they need to stand out from the crowd. Don't miss the next conference March 8-10 at the Grand Sierra Resort in Reno, Nevada. The conference is entitled, "Online, On Site, On Target - 360° Business Relationship Building for Admin." The admin is at the center of this 360° innovative solution that requires new knowledge, skills and attitudes that most of us have to learn on the fly or through trial and error. Attendees will receive 1.5 CEU or a maximum of 15 CPS/CAP recertification points for participating. For more information visit www.iaap-hq.org/events/pec.

Education Forum and Annual Meeting 2010, July 18-21

The International Education Forum & Annual Meeting is IAAP's premier event taking place during the summer with over 1,200 attendees. This event offers more than 50 education workshops focusing on topics from management skills to leadership development. Attendees will have the opportunity to see the inner workings of the association by attending the business sessions that highlight the association leadership. And don't forget the numerous networking events that provide social gatherings with your peers.

If you're an executive, wondering why you should send your admin to the International Education Forum and Annual Meeting or an admin deciding whether or not to go, find out the [benefits of this gathering](#).

[For a copy of the 2009 EFAM registration brochure, please click here.](#)

Fall Conference 2010, Oct.17-20

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. You can receive CEU as an alternative to recertification points.

Featured DMAL

MAL Member Announcements

If you are interested in being a featured DMAL send your information to Sharon Jordan CAP at Sharon.jordan@autotrader.com.

IAAP Georgia Division Chapter Meeting Announcements

**Refer to the GA Division website for more information, www.iaap-georgia.org*

AGL Resources

Date: every other month 3rd Thursday
Time: 11:30 a.m.
Contact: tortiz@aglresources.com

ALBANY AREA

Date: 4th Monday of each month
Time: 6:00 p.m.
Contact: ypope@dougherty.ga.us

APPALACHIAN

Contact: rena@brjc.net

ATHENS

Date: 3rd Tuesday of each month
Time: 6:00 p.m.
Contact: lavonneg@uga.edu

ATLANTA

Date: 3rd Monday of each month
Time: 6:00 p.m.
Contact: glittle261@aol.com

ATLANTA AIRPORT

Contact: Sandra.johnson@atlanta-airport.com

ATLANTA CITY HALL

ATLANTA FEDERAL GOVT.

Date: 3rd Thursday of each month
Time: 1:00 p.m.
Contact: lysanderbell@hotmail.com

ATLANTA HEALTHCARE

Date: 2nd Monday of each month
Time: 6:00 p.m.
Contact: lwaker@msm.edu

CHEROKEE ROSE

Date: 3rd Thursday of each month
Time: 11:30 a.m.
Contact: michelle.williams@gatrans.com

CLIFTON CORRIDOR

Date: 3rd Thursday of each month
Time: 5:30 p.m.
Contact: president@iapp-ccc.org

COBB COUNTY

Date: 4th Monday of each month
Time: 6:00 p.m.
Contact: linda.dobson@solvay.com

THE COCA-COLA COMPANY

Date: 1st Wednesday of each month
Time: 11:30 a.m.
Contact: dohart@nako.com

DEKALB

Date: 3rd Thursday of month
Time: 6:00 p.m.
Contact: milleras@dekalbtech.edu

DOGWOOD

Date: 3rd Tuesday of each month
Time: 6:00 p.m.
Contact: awv9@cdc.gov

EVANS TOWNE CENTER

Contact: djiaap@aol.com

FAIRWAYS

Date: 3rd Tuesday of each month with the exception of December 2009 and March 2010
Contact: iaapfairwayspres@gmail.com

FAYETTE-COWETA

Date: 2nd Monday of each month
Time: 6:00 p.m.
Contact: dncook@southernco.com

FULTON COUNTY GOVT.

Date: 4th Thursday of each month
Time: 12:00 p.m.
Contact: charisse.parker@fultoncounty.org

GEORGIA POWER

Date: 2nd Wednesday of each month
December 2009
March, April, May, & June 2010
Time: 11:30 a.m.
Contact: kgibson@southernco.com

GWINNETT

Date: 3rd Tuesday of each month
Time: 6:30 p.m.
Contact: lesa.prontaut@yahoo.com

HEART OF PEACHTREE

Contact: vlievable@bellsouth.net

LAGRANGE

Date: 3rd Tuesday of each month
Time: 5:30 p.m.
Contact: angela.west@miliken.com

MUNICIPAL EMPLOYEES

Date: 3rd Thursday of each month
Time: 6:00 p.m.
Contact: rena.blackstock@gwinnettcounty.com

NEW ROCK

Date: 1st Tuesday of each month with the exception of April
Contact: kshaner@lithonia.com

NORTH POINT

Date: 2nd Tuesday of each month
Time: 5:30 p.m.
Contact: sherry.burt@mckesson.com

PORT CITY

Date: 3rd Tuesday of each month
Time: 6:00 p.m.
Contact: marcibeegle@columbusbankandtrust.com

TIFTAREA

Date: every other month 3rd Tuesday
Time: 12:00 noon
Contact: bdoss@abac.edu

TURNER BROADCASTING

Contact: Eunice.reger@turner.com