



# The Amarillo Chapter Newsletter



PO Box 52226, Amarillo TX 79159

www.iaap-amarillo.org

April 2007

## 2006-2007 Officers

President:

Lisa Thomas

Phone: 806-356-9182

Lisa@nikoli.net

Vice President:

Chris Lyles CPS

Phone: 806-379-6411

Chris@amarilloedc.com

Treasurer:

Tammy Norton

Phone: 806-358-2936

Tammy\_norton58

@hotmail.com

Director:

Janet Howe CPS/CAP

Phone: 806-358-7759

Howe2@nts-online.net

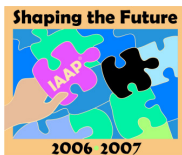
T-L Division

Amarillo Board Contact

Linda Dickson CPS/CAP

Division Secretary

Phone: 318-678-6112



## Newsletter Committee

Chair:

Janet Howe, CPS/CAP

Howe2@nts-online.net

## Benefits of Membership—Certification

What is certification? Certification is a measure of your knowledge of the administrative profession combined with practical experience. The International Association of Administrative Professionals® (IAAP®) sponsors the Certified Professional Secretary® (CPS®) and Certified Administrative Professional® (CAP®) certification. IAAP members are not required to hold the certifications, and you do not have to be an IAAP member to earn the certifications.

The CPS and CAP certifications are based on education, work experience and testing in three areas for CPS and one additional area for CAP. The exam outline for CPS is Office Systems and Technology, Office Administration, and Management. The additional area for CAP is Advanced Organizational Management. The exams are given the first weekend of May and November each year.

Why certify? There are as many reasons for earning certification as there are candidates taking the exams. The IAAP International website lists the following reasons for certifying:

- Job advancement—certification gives you a competitive edge for promotion and hiring.
- Professional skills—you will learn more about office operations and build skills by studying for and taking the CPS and CAP exam.
- Salary—a recent IAAP membership profile study shows that CPS holders earn an average of \$2,228 more per year than those who do not have certification.
- Esteem—attaining certification demonstrates to your employer and yourself that you are committed as a professional.
- College credit—many colleges and universities offer course credit for studying for and passing the CPS and CAP exams.
- Certification Conference—receive the benefit of annual state-of-the-art education and networking with other professionals in the administrative field.
- Membership in The Academy—exclusively for individuals who maintain an active CPS or CAP rating.

Chris Lyles CPS, who recently earned her certification, says, “I had taken my boss to the Bosses Day Luncheon in 2005. The CPS/CAP certification was mentioned and he encouraged me to apply for and take the test. It has been a loooooong time since I’ve done any studying so I wasn’t sure how successful I would be. I decided to take the challenge and take the CPS test. I tested in November 2006 and received my test results in December 2006. It takes a minimum of 45 days to receive the results of your tests and I had just about forgotten I had taken it. I opened the envelope and saw the minimum to pass then looked at my scores and I began jumping up and down hoopin’ and hollerin’. A true “Funniest Videos” moment. I hadn’t realized how important passing this test was to me. I feel very blessed by this honor. It has given me a boost in my overall confidence. I plan to sit for the CAP in November 2007.”

Janet Howe CPS/CAP says, “I decided to take the test for CPS soon after I joined IAAP in 2000. The standard had been set by many of the other chapter members and I wanted to follow suit. I was apprehensive, as the first time I heard of the CPS test, years ago, I was told it was a typing test and I knew my typing skills were not what they should be. I was relieved to find out it was no longer a typing test, but was overwhelmed by the depth of knowledge needed in order to pass the exam. I read all three of the examination review books cover to cover to prepare. When I received notification that I had passed, I was so emotional I couldn’t speak for several minutes. Earning my CPS certification spurred me to sit for the CAP exam and when I passed that exam I felt a great sense of accomplishment and confidence. My current boss truly appreciates the effort that it took to prepare for the tests (I did self-study in preparation for both certification exams) and I like to remind him that *his* admin is one of the select few in the country who have earned the CAP certification. It is a badge of honor for him as well as me.”



**Computer Corner**  
Submitted by Janet Howe CPS/CAP



**Translating Text in Another Language**

Word provides a basic multi-language dictionary and translation feature so that you can look up text in the dictionary of a different language, translate simple, short phrases, and insert the translated text into your document directly from the **Translate** task pane. You can often use these translations to determine the main ideas in a document written in a foreign language. If you need to translate longer sections of text, you can connect to translation services on the World Wide Web directly from the **Translate** task pane. For important or sensitive documents, you might want to have a trained person do the translation, since computer translation might not preserve the text's full meaning, detail, or tone. You can also look up words or phrases in the dictionary of a different language, provided that the language dictionary is installed on your computer and enabled through Microsoft Office XP Language Settings. To enable a language, click the **Start** button on the taskbar, point to **Programs**, point to **Microsoft Office Tools**, click **Microsoft Office XP Language Settings**, click the **Enabled Languages** tab, select a language, and then click **Add**.

**To translate text in another language:**

1. Select the text in your document that you want to translate.
2. On the **Tools** menu, point to **Language**, and then click **Translate**. The **Translate** task pane appears.
3. In the **Translate** task pane, click the **Current selection** option in the **Translate what?** section.
4. In the **Dictionary** box, select the languages that you want to translate from and to, and then click **Go**. The translated text appears in the **Results** box.
5. In the **Results** box, select the translated text, and then click **Replace**. The selected text in your document is replaced with the translated text.

From Step by Step Microsoft Word, Microsoft Press, 2001

**Grammar School**

**MORAL or MORALE**



These similar-looking words are sometimes confused - perhaps because of some subconscious association between behaving well (being *moral*) and feeling good (having high *morale*).

*Moral* as an adjective means 'connected to questions of right and wrong': '*We are not going to be moral guardians and stand in judgment.*' (quoted in the Sun)

As a noun, *moral* is used in the singular only in the sense of 'lesson' (the *moral* of a story). In the plural, *morals* describes the 'principles or guiding beliefs' of a person or group, although it tends to have a sexual application only.

*Morale* characterises the 'spirit of an organised group' such as a body of soldiers or a football team: *Their morale was sapped when shells began raining down on them and even the lighter shells pierced the ship's armour.* (Daily Mirror)

**How to avoid:** The pronunciation of each word is a guide to the correct spelling. *Moral* has the stress on the first syllable (to rhyme with 'quarrel') while *morale* is stressed on the second syllable (to rhyme with 'pal').

From Who's Whose A No-Nonsense Guide to Easily Confused Words, Philip Gooden

**Craving kudos? Try these 4 tips**

In a perfect world, managers would regularly tell you what a fantastic job you're doing and how they notice all the hard work you put into everything you do. Most workplaces aren't perfect, though. Earn the recognition you deserve by trying these tips, recommended in *The Carrot Principle*, by Adrian Gostick and Chester Elton (Free Press): **1. Have others recognize you.** Collect comments from customers/clients, and send them along to your boss. **2. Learn what your boss values.** While many of us think we know what our boss values, it doesn't hurt to ask, "What matters most around here?" **3. Pass it forward.** It's on everyone's shoulders to recognize, not just the boss's. Notice what co-workers are doing to help the organization and write them an e-

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## CPS/CAP EXAM REVIEW

From the CAP certification mock exam. For every multiple-choice question posed, choose the single letter response that is best. Answer correctness is as follows: (1) complete credit (4 points) is earned when the best answer is selected; (2) partial credit (2 points) is provided for the alternate, less preferable response; and (3) no credit (0 points) is given for incorrect responses.

### Scenario 1: Live at CPRO Media Partners

CPRO Media Partners is a moderate-sized media conglomerate located in a large metropolitan area.

In the coffee-break area, you overhear a conversation that a coworker friend, Jones, an ex-patriot of a different country, is going to be moved to another work team or fired. Your friend's supervisor, Merrick, tells one of her subordinates and a coworker of Jones that Jones just doesn't have what it takes to do the job--that Jones always procrastinates doing work and tries to get others to do his assignments; furthermore, she doesn't like Jones because he is "different." Yet you believe that Jones has the necessary background and you are aware that he has formally requested specific necessary training from Merrick. You also are aware that the required funds are in the departmental training budget.

Jones approaches you at your desk in the human resources department later in the week and asks if you've heard anything about any layoffs to be made in his department. While Jones is at your desk, a new trainee delivers your interoffice mail and comments on how things seem so disorganized in Merrick's department. In the mail, you receive a requisition from Merrick for a new employee—one to fill Jones' position.

1. In this scenario, from Merrick's perspective, Jones demonstrates which of the foregoing follower willingness levels?
  - a) unable and unwilling
  - b) unable and willing
  - c) able and unwilling
  - d) able and willing
  
2. Which leadership style would Jones' supervisor, Merrick, most likely consider using in this situation?
  - a) delegating
  - b) participating
  - c) selling
  - d) telling
  
3. Trust can be developed by management at CPRO Media by
  - a) implementation of a whistle-blowing program
  - b) encouragement of communication via the grapevine
  - c) fair and supportive treatment of personnel
  - d) competency-development programs
  
4. Merrick can dramatically impact the effectiveness of her team by
  - a) helping establish a common team goal or purpose
  - b) avoiding all forms of conflict
  - c) partly assessing team strengths and weaknesses
  - d) setting specific goals for team members
  
5. Merrick's view of Jones, from a workforce diversity point of view,
  - a) is empathic in nature
  - b) shows prejudice on her part
  - c) completely reveals her true feelings for Jones
  - d) demonstrates tolerance and understanding for personal differences

Answers: 1. Correct answer: a; Less desirable answer: b; 2. Correct answer: d; Less desirable answer: c; 3. Correct answer: c; Less desirable answer: b; 4. Correct answer: d; Less desirable answer: a; 5. Correct answer: a; Less desirable answer: b; Less desirable answer: c.

*(Continued from page 2)*

mail of thanks, or congratulate them in a staff meeting. It will all come back to you. **4. Remember big days.** When you or a coworker has a service anniversary or other milestone worthy of recognition, go to lunch as a team and talk about the accomplishment. Let the manager know why you and your teammates are going out together and invite him or her.

From Administrative PROFESSIONAL, March 2007



# Information Center

## Monthly Networking & Education Session

**Date:** Thursday, April 12, 2007

**Time:** 5:30 p.m. Networking  
6:00 p.m. Dinner  
6:30 p.m. Program  
7:00 p.m. Business Meeting  
7:30 p.m. Adjourn

**Location:** Pacific Rim  
2061 Paramount

**Program:** Beth Duke, Director, Amarillo Center City  
“Why is Center City Growth Important to Me?”

**Menu:** Order from menu

**Meeting Fee:** \$2.00

**RSVP:** Please contact Tammy Norton at 806-358-2936 or  
Tammy\_norton58@hotmail.com for more information.

## On Your Calendar

**April 10**  
Amarillo Job Fair

**April 18**  
Seminar  
“Shaping Your Future”

**April 22-28**  
Administrative Professionals Week  
**April 25**  
Administrative Professionals Day

**May 4 & 5**  
CPS/CAP Exams

**May 12**  
Mother’s Day Flower Delivery  
Fundraiser

**May 18—20**  
T-L Division Annual Meeting  
Crowne Plaza Hotel  
Houston

## Quick Tip

While doing research for my recent job search I read that when you send your resume via email you should convert it from Word to a PDF file to prevent any changes to the text by others. If you don’t have Adobe to make the conversion you can download a free PDF converter at [CutePDF.com](http://CutePDF.com). It installs as a printer, so when you are ready to convert your document you select **File**, **Print** and select **CutePDF**. A PDF version of your document is saved on your computer. Be sure to reset your printer selection after making the conversion.

Election of Chapter Officers—the Nominating Committee will present the slate of officer candidates at the April chapter meeting. The election of officers will be held at the May meeting and installation of officers at the June meeting.

Chip away at a paper pile by first flipping the stack upside down, so the oldest material is on top. Reason: It’s easier to toss out old things. From [AdministrativePROFESSIONAL](http://AdministrativePROFESSIONAL), May 2006

**March Membership: 21**

## APRIL

Happy Birthday to:  
23 Linda Whipple

No April Anniversaries



Overcome any hesitancy to ask for a high-ranking person’s business card with this tactic: Hand over your business card first and say, “It was so great talking with you.” The other person will reciprocate.

From [AdministrativePROFESSIONAL](http://AdministrativePROFESSIONAL), March 2007

Find out how fast applicants can type with the free typing test on [www.typingtest.com](http://www.typingtest.com). It works in your Web browser and takes only a couple of minutes to complete. Test their Word, Excel and PowerPoint skills on [ExpertRating.com](http://ExpertRating.com). From [AdministrativePROFESSIONAL](http://AdministrativePROFESSIONAL), March 2007

Door prizes for the following months will be provided by:

April—Barbara Barber CPLS  
May—Chris Lyles CPS  
June—Tammy Norton

## Upcoming Programs

**May**—Courtney Forrest, Panhandle Girl Friday — a personal errand service here to make your life easier  
**June**—Dr. Colby Perkins, Perkins Family Chiropractic — laser therapy for carpal tunnel

Seminar Work Night—April 10th, 6:00 p.m. at Masterson Management Corp., 3601 W. 28th. We will assemble gift bags and seminar packets. If your company has gift bag items to donate, please bring them that night.



*Easter blessings  
to you.*

