



ASSOCIATION OF ADMINISTRATIVE ASSISTANTS ASSOCIATION DES ADJOINTS ADMINISTRATIFS

Website: www.aaa.ca

President's Message - HAPPY SEPTEMBER!

I hope that you have all had a wonderful and restful summer! Children are back at school and the regular hustle and bustle of the morning routine is starting to settle in. As we move forward in the weeks ahead, it is now important to ensure that all dates are marked in the calendars. Appointments and meetings have already entered our schedules and Association dates also need to be included. I have a monthly refrigerator calendar and it works wonders! Couldn't live without it with 3 girls in the house!

It gives me great pleasure to be part of the Executive Team again this year as we have yet another exciting year planned for you. As we celebrate our 60th Anniversary this year, please be reminded that you make what the Association is today! Thank you for your continued support and dedication.

Look at what we have accomplished in the past 60 years! Be proud as we are reminded.....

Mark the 22nd of September in your calendar and do make the effort to come out and meet your fellow colleagues for an evening of great company and good fun! Our National Director-President will also be in attendance that evening to give you a warm Association welcome on behalf of the National Board of Directors.

Please join us on the 22nd. I look forward to seeing you all then!

Erika Giesl, QAA

- C**-elebration of "*professionalism through education*" since 1952
- O**-ver 710 Qualified Administrative Assistant (QAA) graduates (first graduates May 1960)
- N**-ational Board set up when ten branches had been formed as stipulated in the Constitution (May 1961)
- G**-uided, inspired and encouraged by Walter G. Frisby, M.A. and Dr. William J. Dunlop
- R**-egistration of the Association's crest with the Trade Marks Office, Ottawa (Nov. 1961)
- A**-ssociation incorporated by Letters Patent granted by the Provincial Secretary of Ontario (Nov. 1952)
- T**-oronto, Ontario branch inaugurated (later Toronto Charter) (1951)
- U**-niversities and Colleges across Canada hold our QAA program in their course calendars
- L**-oyal, dedicated members across Canada keep us moving forward to be the best we can be
- A**-ctive members on all boards across Canada are volunteers
- T**-wenty fifth Annual General Meeting, Toronto, Ontario (May 1975)
- I**-nterim National Council set up to handle affairs of the three branches then in existence, with officers elected at the Annual General Meeting. (May 1957)
- O**-ttawa, Ontario branch inaugurated (1956)
- N**-ational Newsletter (first one), "National Notes" (July 1957)
- S**-upplementary Letters Patent issued by the Minister of Consumer and Commercial Relations changing the official name to include French translation (Oct. 1976)

INSIDE THIS ISSUE:

TCB—General Meetings 2010-2011	2
Commuting by car	
Coach Tactics "I'm sorry; I just didn't get to it because I didn't have enough time" by Chala Dincoy	3-6
Save your eyesight `by Mike Roizen and Mehmet Oz	6
Industrial Affiliates Information Kindly Submit /to Editor	7
Welcome to New Members	
Change for Charity Jar.....	
Did You Know	8
Feeling Blue? By Mike Roizen and Mehmet Oz	8-9
Happy Birthday/Anniversary wishes	9
TCB Executive Committee Important Dates to Remember.....	10
From the Eatery	11
Pumpkin Pie Pudding	



Toronto Charter Branch — General Meetings — 2011-2012



Thursday, Sept. 22, 2011	Meet and Greet Information Night
TIME: 6:30 pm to 8:30 pm LOCATION: O.I.S.E., University of Toronto 252 Bloor Street West, ROOM 2211 Toronto, ON ALL WELCOME—FREE	
Wednesday Oct. 19, 2011	Chala Dincoy, Guest Speaker
Wednesday, Nov. 16, 2011	Bob Koehler, Guest Speaker
Wednesday, Jan. 25, 2012	Andrea Kelly Guest Speaker
Wednesday, Feb. 22, 2012	Laura Cicchelli Guest Speaker
Tuesday, Mar. 20, 2012	Judy Shierman Guest Speaker
Wednesday, Apr. 18, 2012	Annual General Meeting Lori Yez, Guest Speaker
May 24-26, 2012	National Annual General Meeting, Toronto Charter Branch Host Location: watch for details at www.aaa.ca

GENERAL MEETING LOCATION:

LOCATION: Further details to follow

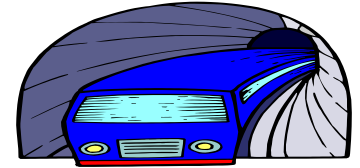
TIME:
 6:00 pm—networking
 6:30 pm Guest Speaker
 7:40 pm—Monthly General Meeting

MEMBERS—FREE NON-MEMBERS/GUESTS: \$5.00

R.S.V.P.

LAURA NASH— nashl@sympatico.ca
 Phone: (416) 251-9936 or
 JACKIE COOK— (416) 622-9759

Refreshments provided.



Commuting by car is slow; commuting by transit is slower; but telecommuting...

Statistics Canada confirms for us what we probably already knew: commuting takes a big chunk out of our day,

and commuting by public transit takes even more time (on average). But telecommuting takes only as much time

as you need to crawl from bed to coffeemaker to computer! (And if you use a laptop and have a charitable partner,

well, maybe you don't even have to go that far.) Unfortunately, according to a recent HRP (Human Resources Professional

Assn. survey, pessimistic supervisors appear to be preventing the progress of this potentially productive policy.

What do you think about that?

From an edition of "HRinfodesk Bulletin".

SPECIAL POINTS OF INTEREST:

- Professionalism through Education
- Professionalism through Work
- Professionalism through Volunteering
- Networking
- Communication



“I’m sorry; I just didn’t get to it because I didn’t have enough time”

This phrase is one of the most frequent things I hear from my clients at some point in the coaching process.

The clients who utter this phrase are usually apologizing for an incomplete stretch (homework assigned by the coach), an unsent prep form (usually sent each week before every coaching session) or a really important task that directly relates to their burning desire, which is why they hired me in the first place.

1. More often than not, time is not the challenge, it’s a priority issue

Managers and leaders need to become aware of the discrepancy between what they say they want and the amount of time they’re actually spending in pursuit of it.

- What is your priority? Here’s my first request of you: take a step back to a thousand feet and look down at yourself and remind yourself of what you really, really, really want (as Dr. Dyer puts it).
- Now remind yourself again of what will happen if things don’t change in one year.
- If you’re already sweating, remind yourself of what your life will be like in one year if you actually can get what you really want.
- I’m glad we’re now on the same page again.

2. What’s eating up all your time?

Wouldn’t you love to know the answer to that question? Aha but I’ll wager that you already do. Let’s put it down on paper.

- Write down a big goal you want to have accomplished in one year’s time.
- Draw 2 vertical rectangular shapes on a page side by side. One represents your Ideal day. In other words, the way you think your day should go in order to enable you to reach your goal. The other represents your Current Average day.
- Chunk off each rectangle into blocks of major tasks that you do as part of your day. Don’t forget to put “me time” in there. The only things you should leave off of these rectangles is eating and sleeping because, well, I’m assuming you HAVE to make time for those and do anyway.
- Now think about the time you require to complete each of these tasks. Assign both the number of hours required to complete each chunk and its percentage of your day.. Do this for both your Ideal day and your Current Average day. You can take the average of the past week to come up with Current Average day percentages.
- Here’s an example of one of my clients who did this exercise:

Big Goal: Grow company to \$1 million sales**Job: Small company owner**

Ideal Day 10 hrs		Current Average Day 10 hrs	
Leader & Visionary	40%=4hrs/day	Leader & Visionary	0%
Sales Director	30%=3hrs/day	<i>Sales Director</i>	0%
Account manager	10%=1hr/day	<i>Account manager</i>	90%
HR	5%=1/2hr/day	HR	1%
Admin	5%=1/2hr/day	Admin	8%
Me time	10%=1hr/day	Me time	1%

- Look to see where the big disconnect is. In this example, see how Leadership and Vision as well as Sales Direction are currently at 0%!!!
- What do you think will happen to this business in one year if this picture doesn't change?

3. Change your Chunks

- Write down 3 things you could immediately do (I mean starting tomorrow!) to change the discrepancy in the percentages between the two rectangles.

Examples:

- Hire extra help to complete one of the chunks
- Delegate tasks to existing resources
- Learn a new skill that will help you become more efficient or proficient at one of the chunks

I'm not saying you'll have your Ideal day tomorrow, but you need to make sure that within one month, you have to be on the track to your big goal by actually spending the appropriate amounts of time on each task.

4. Tools to keep you honest

- A monthly Calendar:
 - Get one where there's enough space to write detailed daily appointments and activities for at least a month in advance.
 - You must remember to actively schedule and include the following:
 - Actual planning time for the week where you readjust your schedule if needed.
 - A buffer for unavoidable and emergencies. The amount of time you allow for this needs to be based on the average number of emergency hours you spent each day last month.
 - Plan in all the chunk pieces (Leadership, Admin, HR etc.) you named in your Ideal day schedule.
 - Use a different colour pen/pencil for changes on your schedule to track where the scheduling and forecasting of your time was off so you can schedule more accurately the following week.
- Your coach and yourself:
 - Be honest with yourself and with your coach. You know if you feel like you're still running against the wind and never getting anything done despite all your efforts. Insanity is defined as continuing to do the same things but expecting different results. If you're not really changing the way you do things, you will not reach your goal.

5. It was never about my schedule anyway...

On most occasions, I'm amazed to find that failing to complete a task has nothing to do with time limitations; it's actually a scapegoat for a plethora of wonderful things such as:

- Lack of confidence to handle the task required
 - Comfort in sticking with the familiar
 - Lack of skill to perform task
 - Inability to pinpoint or admit lack of skill
- Be honest enough to admit that your time management isn't to blame. Now let's find out the other side to this story, here's my next request: Think about what exactly is stopping you.
 - Then write down 3 facts you know to be true that nullify your belief or fear:
 - Eg. If what's truly stopping you is thinking "If I call and leave a voicemail, they won't call me back", then write down things like:
 - "People I've left messages to before have called me back in the past"
 - "How will they know who called if I don't leave a message?"
 - "There are many other ways I can reach them other than voicemail, I'm going to try one of them."

- The next step is to write down 3 things you're going to do to overcome the barrier you've identified:
 - Eg. I'm going to do it
 - I'm going to send an email first, then call
 - I'm going to drop by to see them with a brochure of my services
 And here's a bonus:
 - I'm going to attend that teleclass about "taking the fear out of cold calling"

Hopefully this will get you on your way to what I call the "say-do continuum". You will now be a person of your word where you truly say what you'll do and do what you say you'll do.

With kindness as always,

Chala

BIO

Chala Dincoy-Flajnik BComm, ACC is the person you go to if you want to jump quickly to the next level of your business potential.

A certified business coach, she cut her corporate teeth as a marketer at companies such as Pepsi, Pizza Hut, Frito Lay, Diageo, Playtex and lastly BIC Inc.

With a lifelong desire to use her corporate experiences to help managers and business professionals to increase their productivity, Chala has a practice supporting business professionals who want to progress further in their goals faster than they would on their own.

SAVE YOUR EYESIGHT – EAT FISH AT LEAST ONCE A WEEK

By Mehmet Oz and Mike Roizen

Authors of YOU: On a Diet. For more, visit
www.realage.com

(from Metronews)

Got your heart set on a salmon dinner tonight? Eating as little as one serving a week of your favourite finned food can cut the risk of losing your sight by a darn important 42 percent, compared with folks who eat fish only once a month.

How to reel in top benefits:

1. **Pick the winners.** The fish highest in healthy omega-3s and lowest in mercury are salmon and trout. Canned tuna is good, handy, affordable source, too.
2. **Think threes.** While one serving of fish a week is good, more is better. We eat at least three fist-sized servings of omega-3-rich fish per week.
3. **Be sure.** Food may not supply enough omega-3s, so take an algae-based supplement that's high in DHA omega-3s, the best type. Why algae? It's where fish get their omega-3s. Go to the source! Aim for 900 mg a day.

Industry Affiliates:

Canadian Institute of Management
(CIM)

[http://www.cim.ca/NToronto/Events.
asp](http://www.cim.ca/NToronto/Events.asp)

Rhonda Scharf

www.on-the-right-track.com/

Mike Aoki

Reflective Keynotes Inc.

Email:

Mike.aoki@reflectivekeynotes.com

Website:

Mike.aoki@reflectivekeynotes.com

*Peruse individual websites
for upcoming
Meetings and Updated Information*

**KINDLY SUBMIT ANY
COMMENTS, QUESTIONS OR
ARTICLES FOR THE
CONNECTION TO:**

pidhoneybear@rogers.com

**Attention: P. Dobson,
The Editor.**

Thank You.

Welcome to NEW MEMBERS

The Toronto Charter Branch

Executive would like to welcome the following new members:

1. **Natalie James**
2. **Violet Kocovski**
3. **Leigh Stephen**
4. **Linda Barnett**
5. **Stephanie Brown**

We hope to see you at the General Meetings and other events that are coming your way through flyers or The Connection. If you would like to send me any ideas/articles you would like to see in **The Connection** do not hesitate to do so.

"Change for Charity"

Starting September 22, 2011, the Toronto Charter Branch will be collecting "change for charity" at all of our meetings. A jar will be available for donations of your choice. The Children's Wish Foundation is our charity and our goal is to collect what we can to make a difference!

Our children are our future! Look for the "change for charity" jar when you attend. You too can make someone very happy!

Thank you for your contribution.



DID YOU KNOW !



RETURNING MEMBERS

- Policy guideline 11

Previous members of the Association who have let their membership lapse may return as a regular member and no back payment of membership fees is required unless the member has Q.A.A. certification. **If the returning member has Q.A.A. certification, the member is required to pay membership fees for lapsed years (\$75 per year) unless a leave of absence has been requested and approved by National Board.**

Returning members will not be considered new members for award purposes and are not entitled to a pro-rated fee.

Q.A.A. PROGRAM ENROLLMENT

- Policy Guideline 5

A Regular Member may enroll in the Q.A.A. Program upon payment of a \$90.00 non-refundable administrative fee (which is income tax deductible). Effective April 1, 2011 the non-refundable administration fee will increase to \$100.00. This fee must be paid to the Director - Registrar before registration in the Q.A.A. program is approved.

Students enrolled in the Q.A.A. program are required to be Regular Members of the Association before participation in the program is approved.

Program requirements must be completed within six (6) years of enrolling in the Q.A.A. Program.

Students who have previously taken all the courses of the Q.A.A. Program at a partnering university of the Association, must be a Regular Member of the Association for a minimum of one full year before qualifying for Q.A.A. designation.

Feeling blue? Here are 10 ways to feel happier and healthier

By **Mehmet Oz and Mike Roizen**—authors of *YOU: On a Diet*. Visit www.realage.com
(from Metronews)

Are you happy? It's such an important question that British Prime Minister David Cameron recently created a national happiness index to check on how Brits feel. Even Facebook is measuring the Gross National Happiness of its members.

We're asking because happiness has a huge impact on your health, from your arteries to your heart, from the glow in your skin to the pep in your step.

Happy feelings influence your brain and body chemistry in ways that make you better able to cope with pain and stress, and to fend off colds, flu, heart disease, even cancer. The effects of happiness on your

health can be even bigger than the effect of quitting smoking. If you're happy, you'll likely live longer and definitely live younger!

And here's the thing: Being happy isn't just luck. You can make yourself happier, day in, day out. Here are 10 ways to get started:

1. **Listen to music.** Whether you love Bach or the Beastie Boys, music that makes you feel good increased your heart and breathing rates, and makes your brain release dopamine, a lovely feel-good neurotransmitter.
2. **Hang out with upbeat friends.** Your changes of happiness increase by 15 per cent if someone in your immediate social circle is happy.

Continued page 9.....

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3. **Take a joy break.** Don't worry if you're among the 80 per cent who say their job doesn't thrill them. Even a few minutes of doing something you love (singing, hiking, watching a sunset) can reduce anxiety and improve your mood.
4. **Talk nice to yourself.** Is your inner voice quick to snap out things like: "How could you forget that, you idiot?" Trade put-downs for encouraging words.
5. **Connect.** Talk, really talk, to people you care about; connecting is good for you both. Get physical, too: Hugs stimulate oxytocin, the "cuddle hormone," giving you a feel-good boost.
6. **Keep a gratitude journal.** Simply writing down what you're thank ful for makes you healthier and more optimistic.
7. **Don't sit around.** Physical activity is a significant happiness booster. Get moving for 30 minutes a day.
8. **Meditate.** We do. It eases stress, improves sleep, strengthens immunity and measurably increases happiness (in one study, by 20 points on a scale of 100).
9. **Help others.** Volunteer. Giving back adds more meaning, which is essential to happiness in your life.
10. **Go outside.** Spending time with Mother Nature makes you feel alert, enthusiastic, full of energy and, simply, happy.



TORONTO CHARTER BRANCH (TCB)

Executive Team 2011-2012

Erika Giesl, QAA

President/Program Co-ordinator
Phone:
Email: giesl.erika8@gmail.com

Laura Nash

Secretary
Phone: (416) 946-4501 ext: 3975
Email:
nashl@sympatico.ca

Nicole Nickel-Fleming

Membership Co-ordinator

Email: aaanicole@yahoo.ca

Dina Raso

Web Administrator
Phone: (905) 832-6156
Email: radraso@rogers.com

Vacant

Vice President

Jackie Cook

Treasurer/Past President
Phone: (416) 622-9759
Email:
thecoosmeow@hotmail.com

Patricia I. Dobson Sr.

Editor, The Connection
Phone: (416) 769-0919/W(416)813-6936
pidhoneybear@rogers.com
patricia.dobson@sickkids.ca

Adrian De Souza

Yearbook Co-ordinator

Email: aodesouza@gmail.com



We are a **Canadian** National Not-for-Profit Organization and have several Branches across Canada.

IMPORTANT DATES TO REMEMBER

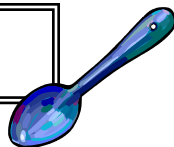
September 22, 2011
October 19, 2011
November 16, 2011

January 25, 2012
February 22, 2012
March 20, 2012
April 18, 2012

May 24—26, 2012



From the Eatery



Pumpkin Pie Pudding

Courtesy of Healthy Food for Living
www.healthyfoodforliving.com



Ingredients

- * 4 large Medjool dates, pitted & roughly chopped, or enough to fill about 1/4 cup
- * 1/4 tsp pure vanilla extract
- * 1/4 tsp pure maple extract
- * 1/2 cup mashed overripe banana, about 1 medium (for the sweetest pudding, wait until your banana has a completely brown – but not black – peel)
- * 1/2 cup pumpkin puree (homemade is especially good in this recipe because you are not cooking it)
See recipe below!
- * 1/2 tsp ground cinnamon
- * 1/4 tsp pumpkin pie spice *See recipe below!*

Directions

1. Cover dates with boiling water in a small bowl and let soak for 10 minutes, or until very soft. Drain.
2. In a food processor, combine all ingredients and blend until very smooth.
3. Best if eaten immediately. (I put half of the pudding in the fridge overnight, and although still tasty, it tasted more banana-y than pumpkin-y and turned a dark, almost brownish color from the dates, spices, and oxidized bananas).

Pumpkin Puree

1. Start with “sugar” or “pie” pumpkins – they are smaller and sweeter than the big pumpkins used for carving into jack-o-lanterns.
2. Preheat oven to 350 degrees F.
3. Coat a roasting pan or jelly roll sheet with parchment paper or aluminum foil.
4. Cut pumpkin in half. Scoop out and discard seeds and pulp.
5. Place pumpkin halves – cut sides down – into the pan or onto the sheet.
6. Bake for about 60-90 minutes, or until pumpkin is tender and easily pierced with a fork.
7. Let roasted pumpkin rest at room temperature until cool enough to handle.
8. Flip pumpkin halves over and scoop flesh out of the skin and into the bowl of a food processor. Puree until smooth.
9. Line a sieve or colander with two layers of heavy-duty paper towel or cheesecloth and place over a bowl. Spoon puree into lined sieve and let drain for about 30 minutes.
10. Store in an air-tight container in the fridge.

Pumpkin Pie Spice

Combine the following:

- * 1/4 cup ground cinnamon
- * 1 Tbsp ground ginger
- * 1 Tbsp ground nutmeg
- * 1 tsp ground allspice
- * 1 tsp ground cloves