

# INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS

Thursday June 8

# 2009

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The mission of the Bermuda Chapter of the International Association of Administrative Professionals is to be the acknowledged, recognized leader of office professionals and to enhance their individual and collective value, image, competence and influence.

**Our International Theme**

"Excellence In Action"

**Our Local Theme:**

"Brilliance In Action"

**Our Core Values:**

Integrity, Respect, Adaptability, Communication, Commitment

Presidents  
Report  
Tina C. Wilson

INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE  
PROFESSIONALS  
CHAPTER NUMBER 212710  
ANNUAL GENERAL MEETING (AGM)  
THURSDAY, JUNE 8, 2009  
AIG

PRESIDENT'S REPORT  
2008/2009

Excellence in Action! As stated in my Inauguration speech and opening letter to members, As President of this dynamic organization, my intentions are to lead with passion and commitment, and not only to have vision but to be a visionary while displaying personal integrity. With my tenacious manner and Intestinal fortitude, my personal mission for the chapter is to impart what I call the "CNC Factor". This to me captures the essence of our theme "Excellence in Action".

Collaboration - Working together strategically for the good of the goal  
Networking - Constantly building relationships that matter and last  
Continuing Education - Learning and incorporating new behaviors in everyday life

Nothing gives me more pleasure than to capture this opportunity to thank the Executive Committee, Chairpersons and our valued membership for allowing me to serve and lead as your President this past year.

This year has brought about personal and professional growth, self-awareness, self-reflection and self-expression, and most importantly team-progression!

In order for our Association to continue to grow, sustain membership and attract new members, we all, no matter what level, must accept personal responsibility and accountability for our associations' growth, innovation, activation and stability.

Join me in my journey as we go back in time!

## Year in Review:

### September 2008

- Inauguration Dinner – Saturday, September 13<sup>th</sup>, 2008 held at the Fairmont Hamilton with 16 persons in attendance. Our guest speaker was Mrs. Jonelle Christopher, MBA her topic “Steps To Success”. Margaret Mitchell (Membership Chairperson) and Gaynelle Weeks (Social Chairperson) inaugurated the New Executive Committee for 2008/09;
  - President – Tina C. Wilson
  - President Elect – Yolanda P. Furbert
  - Vice President/Public Relations – Stephanie Wilkinson
  - Treasurer – Karlene Lightbourne
  - Recording Secretary – Gina L. Davis
  - Corresponding Secretary – Waynette Smith
- 1<sup>st</sup> Executive Committee Meeting held at XL Capital, Thursday, September 18<sup>th</sup>, 2008. Highlighting the roles and responsibilities of the Executive and the calendar in events for 2008/09

### October 2008

- 1<sup>st</sup> Membership Meeting held at XL Capital, Thursday, October 9<sup>th</sup>, 2008
- 2<sup>nd</sup> Executive Committee held meeting at XL Capital Thursday, October 25, 2008

### November 2008

- 3<sup>rd</sup> Executive Committee was not held due to preparation for Educational Conference
- Education Conference – Friday, November 21<sup>st</sup>, 2008 held at the Fairmont Southampton Resort. Keynote Margaret McMullen presented How to Be a Better Communicator with Skill path Seminars. We had a total of 35 attendees which afforded our day with opportunity for networking, group and individual participation. The essence of our conference was to impart our attendee’s – on how powerful communication skills can propel you along the path to career success and personal achievement. Our sessions consisted of Total communication – which is more than the words we speak. People read between the lines through your tone and body language. It is important to be aware of the different ways your body communicates because people interpret 93% of your message from body language and voice tone. Tips presented.  
Speech habits and behaviors that destroy your credibility:  
Spreading rumors  
Using profanity  
Tentative speech  
Opinionated speech

Gaps in logic – be consistent and reliable in the information you present  
Vacillation – don't be indecisive and fluctuate between points. You want to be sure of your information before you present it to others.  
The need to develop mouth management skills  
Keep confidential information private

Cultivating interpersonal skills to interact well with others and difficult situations gracefully:

Be Able to work with people  
Exhibit self-control  
Be Tolerant and patient  
Possess social poise, self-assurance, confidence  
Considerate of others  
Be Tactful and diplomatic

In conclusion our attendees learned a host of communication styles & techniques, better listening skills, personal action & assertive planning for more effective communication.

Presidents Dinner & Empowerment Session – Friday, November 21, 2008 held at the Fairmont Southampton Resort – Mezzanine Level – Princess Anne room. Our time together was enriching, empowering and timely an event not to be missed!

In attendance  
Host President Tina C. Wilson  
Guest Empowerment Speaker – Margaret McMullen  
Stephanie Wilkinson  
Patty-Ann Flood  
Dawn Darrell  
Karlene Lightbourne  
Tina Basden, CAP  
Gina L. Davis  
Waynette Smith  
Yolanda P. Furbert  
Thelma Hart, CPS

## December 2008

- 4<sup>th</sup> Executive Committee Meeting held at XL Capital Thursday, December 12, 2008
- Annual Christmas Dinner – Friday December 12<sup>th</sup>, 2008 – held at Frescos Restaurant. President Tina arranged an IAAP quiz for members and a non IAAP quiz for guest, prizes were awarded. President Tina also arranged a Presidents gift as well. Recording Secretary Gina L. Davis organized gift bags for our guests. Corresponding Secretary Waynette Smith organized a personal give-away gift of Forever Products. A total of 13 persons were in attendance, the networking, dinner and dialogue were pleasant and rewarding.

## January 2009

- 5<sup>th</sup> Executive Committee Meeting held at XL Capital Thursday, January 15<sup>th</sup>, 2009
- 2<sup>nd</sup> Membership Meeting was held at XL Capital Thursday, January 29<sup>th</sup>, 2009. Our guest speaker Ms. Bianca Harris – HR Generalist at AIG  
Topic of discussion  
Resume Writing  
Honing in your Negotiations Skills  
Growing Professionally  
Our learning objects and upon completion of this work shop we were able to:
  - Identify different types of resumes
  - Write a resume that stands out
  - Improve your negotiation skills
  - Understand the importance of identifying your key knowledge, skills and attributesQuestions were asked and answered. The afternoon was truly food for thought personally and professionally.

## February 2009

- IAAP Scholarship Award – February 4<sup>th</sup>, 2009 – Event held at Bermuda College  
Recipient Ms. Paula Williams was presented with a letter (with a value of \$500.00) from our VP Public Relations Officer Stephanie Wilkinson
- February 7<sup>th</sup> – Tina C. Wilson, President organized a Dessert Night at Dorothy Butterfield's house. The night was superb. Judges included the Director of Culinary Arts at the Bermuda College – Shawn Ming; Sherry-Lynn Farrell – Entrepreneur. The judges kept the participants “sitting straight” trying to figure who will walk away with “bragging rights.” As the night ended, many expressed their enthusiasm for the next “Dessert Night” competition! Congrats to Tina C. Wilson & Yolanda P. Furbert for organizing such a successful event!
  - 1<sup>st</sup> place – Peach Cobbler—Waynette Smith
  - 2<sup>nd</sup> place – Seven Up Cake – Shawn Stephens
  - 3<sup>rd</sup> place – Oreo Super – L. Stephens
- 6<sup>th</sup> Executive Committee Meeting held at XL Capital Thursday, February 19<sup>th</sup>, 2009

## March 2009

- 7<sup>th</sup> Executive Committee Meeting held at XL Capital Thursday, March 19<sup>th</sup>, 2009
- Annual Impact Meeting - March 20<sup>th</sup>, 2009 - held at AWAC Building with approximately 30 attendees. The IMPACT Meeting was a very informational session with panelist discussing their experience and the benefits that IAAP has for the member. Highlight of the night was to “adopt a person” to encourage non-members to become members. Membership Chairperson reposts 4 new people became members.

- Stress in the Workplace Seminar - March 21<sup>st</sup>, 2009 – held at the Fairmont Hamilton Princess. Our presenter Rhonda Smith-Simmons Education Officer from the Bermuda Cancer and Health Centre gave the audiences an in-depth look at the impact of stress and how to cope. We are looking forward to having Rhonda speak again at an IAAP function.
- Presentation Skills Sessions - March 7<sup>th</sup> – March 28<sup>th</sup>, 2009 – Various locations – President Tina C. Wilson –organized sessions with Past President Sherrie Outerbridge to build various skills individually and collectively. The chief reason was to facilitate these sessions to increase confidence, positive self-image and vocal delivery.

## April 2009

- 8<sup>th</sup> Executive Committee Meeting was utilized for preparation for our Annual Administrative Professionals Day
- April 20<sup>th</sup> 2009 Administrative Professionals Week normally kicks off with an Administrative Professional Breakfast -- Due to our world economic crisis, President Tina C. Wilson and Chairperson Tina M. Basden, CAP made the call for this year only to have our event on the celebrated day – and revised the price to attract a larger number to attend.
- April 22<sup>nd</sup> – Administrative Professional’s Day was held at the Fairmont Hamilton Princess – an all day Conference. The morning commenced with our invited speaker – Simon T. Bailey, Author: *Release Your Brilliance*. The IAAP's Annual Administrative Day entitled 'Brilliance in Action', was hosted by Simon T Bailey, founder of The Brilliance Institute Inc.

The morning session started off with Mr. Bailey on professional brilliance, looking specifically at areas of administrative brilliance, how to tap into and understand it. He briefly touched on the 4 steps to Brilliance in Action:

1. Clarity – Brilliant Insight
2. Color – Brilliant Intuition
3. Cut – Brilliant Impact
4. Carat – Brilliant Imagination

Attendees had various formulas to evaluate themselves thought-out the day with -- An Emotional Commitment self check-up, Developing a Brilliant Career Plan and understanding where they are in the Zone of Brilliance. We also had deep and exciting

discussions surrounding employer and employee relations, leadership styles, opportunities, possibilities, and how to harmonize while formalizing a superior working environment.

The afternoon session personal brilliance included critical components of mastering personal accountability, action steps to Brilliance in the area of Spiritual, Family, Career, Emotional, Mental Wellness, Social and Financial. This session was truly appreciated by all attendees as they were able to ask pointed questions and have real time answers to everyday situations. This section of the session really honed in on the Attendee – prioritizing personal goals, creating personal action plans, developing self awareness and understanding how you are wired!

In conclusion, Simon wrapped up by working on individual action plans in our well deserved interactive afternoon session. We were all introduced to new ways of Releasing our Brilliance! In total there were 117 Brilliant Administrative Assistants from across Bermuda who attended our annual event.

## May 2009

- 9<sup>th</sup> Executive Committee Meeting Part I held at XL House Thursday, May 7<sup>th</sup>, 2009
- 9<sup>th</sup> Executive Committee Meeting Part II held at XL House Thursday, May 14<sup>th</sup>, 2009
- 3<sup>rd</sup> Membership Meeting was held at Fairmont Hamilton Princess, on May 16th, 2009 Our guest speaker Ms. Merrilyn Johnson, Manager, Life Administration –Sun Life Financial
- Bermuda College Awards Ceremony held at Bermuda College Blue Room on Wednesday, May 20th, 2009. The President handed the IAAP Shield Award for most outstanding Administrative Assistant Graduate for 2009. The recipient was Ms. Paula Williams and a Congratulatory speech was made on behalf of IAAP Bermuda Chapter.
- Annual General Meeting (AGM) – Thursday May 28<sup>th</sup>, 2009 –held at XL House
- Annual General Meeting (AGM) – Thursday June 4th, 2009 –held at AIG Training Room
- Annual General Meeting (AGM) – Monday June 8<sup>th</sup>, 2009 –held at AIG Cafeteria

Thank you for the privilege to serve as the 2008/2009 IAAP Bermuda Chapter President.

I am persuaded that your newly elected body will serve you with passion, purpose, professionalism, persistence that will only equal progress.

Respectful submitted  
Tina C. Wilson, CTACC

