FROM THE DESK OF THE PRESIDENT

I love talking to people and even as I write this message I feel I am in front of you. I hope many of you are enjoying the great spring we are having in Calgary.

We have been very busy in the last three months, with dinner meeting, volunteer event and informative sessions. I hope you will enjoy what our Newsletter Editor, Myra Paul, has brought to you in this first newsletter of 2016. Thank you for taking the time to read it.

I am very excited about our upcoming Professional Development Workshop (PDW) on April 29th. The three Powerhouse Speakers we lined up are going to give you a blast. This year, our Annual General Meeting will follow the workshop, we decided to hold our two major events in one day; as we are admins and multitasking is our forte!

I have to mention that we have some wonderful surprises planned for the 29th... want know what they are? Well, you have to attend the Workshop to find out!! So don’t miss out! Seats are limited! Register now!

I look forward to meeting you on the 29th.

Happy Spring!!

Evelyn Serbout
President
LETTER FROM THE EDITOR

Hello my fabulous admins!

We are back with a revamped issue of Above & Beyond-The Effective Admin; for 2016. This newsletter will appear four times a year and will keep you up-to-date on the “goings on” in the Calgary Branch. Our main goal for Above & Beyond is to offer you the tools you need to become a more competent and effective admin, by empowering you with ideas and tips that are valuable for you professionally and personally.

Our spotlight this month is the Professional Development Workshop on April 29th, we hope by the time you read this newsletter, you’ve already registered for this exciting event! Coincidently, it falls in the same week as the Administrative Professional Week... time to give your boss a little nudge!

Above & Beyond is YOUR newsletter! If you have an interesting article you wish to share; an inspirational (or amusing) quote, please send them to me. If you would like to advertise your business or promote an event; or are interested in “Becoming a Sponsor”, please check the “Advertising and Sponsorship” section on Page 10. Let’s not stop here, if you are a budding (or seasoned) photographer or chef... well then, send us your favourite pictures or recipe(s). Sky is the Limit!

The Executive Board has a lot of ideas to make this newsletter interactive and informative, which we will share in the coming issues... but, this will only be successful if you participate and share with us your thoughts and insights. Please note, we will be posting event pictures in every issue, if you do not wish your pictures to be published, please inform any Board Member or me.

On behalf of the Executive Board, I wish you all a very Happy Administrative Assistant Day! You know you are appreciated (take an unplanned day off and you will find that out), and are the glue that holds your office together. We hope your day is extra special, because you deserve it!

Myra Paul
Newsletter & Yearbook Coordinator

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Months</th>
<th>Article Submission Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>January – March</td>
<td>February 28</td>
</tr>
<tr>
<td>Two</td>
<td>April – June</td>
<td>May 31</td>
</tr>
<tr>
<td>Three</td>
<td>July – September</td>
<td>August 31</td>
</tr>
<tr>
<td>Four</td>
<td>October – December</td>
<td>November 30</td>
</tr>
</tbody>
</table>
WHAT’S HAPPENING IN THE ASSOCIATION?

ROUND OF APPLAUSE FOR
THE CALGARY BOARD MEMBERS (2015-2016)

We wish our outgoing Board Members all the best!
Thank you for your valuable time and dedication
You will be missed!
Welcome to our new members (2015 – 2016)

Anna Webber
Annika Deng
Barb Battenfelder
Bita Hedayati
Brenda Doherty
Carolyn Mayrand
Cecilia Mendoza
Cindy Copp
Courtney Scott
Darlice Albers
Dawn Hogget
Dawn Norrington
Debjani Das
Gabriella Farrell
Gulya Taubaldieva
Jody Keenan

Kathy Almeida
Leslie Velasquez
Linda Trainor
Mai Le
Mandy Slater
Maria Gatti-Grant
Natasha Gifroy
Nina Smith
Nipa Shah
Ranquire Parkinson
Regina Rodrigues
Sahar Safder
Susilila Camacho
Svetlana Trystruha
Tanya Caton
Vanessa Rabel
2016 EVENTS (QUARTER 1)

March 12: Executive Board Workshop (Delta Hotel)

Volunteer at the Drop-In Centre
February 22

AAA Executive Board Workshop – January 2016
Best Western Port O Call

Dinner Meeting “Online Security”
March 21

Calgary Immigrant Women’s Association (CIWA)
Graduation – March 30
GRATITUDE CORNER

A BIG Thanks to our Sponsors!

www.jets-on.com

MacEwan conference & event centre
www.macewancentre.com

2015 – 2016 Speakers

Dorota Ulkowska
“Mindfulness”

Joanne Smith
“Public Speaking”

Julien DeSchutter
“Dream take Flight”

Ben Lewis
“Online Security”

Thank you
IN THE SPOTLIGHT

2016 Professional Development Workshop
“Strength Through Change”
Friday, April 29, 2016 from 8:00 am – 3:30 pm
International Hotel, 35th floor, 220 - 4th Avenue SW, Calgary

Registration Deadline Extended to April 22

Featured Speakers:

"Job Seeker Strategies"
Shelley Billinghamurst

“Become a Microsoft Specialist”
Janine Violini

"Emotional Smarts"
Dr. June A. Donaldson
Endless phone calls you will take. Endless deadlines you will make. Your organization is beyond compare... goes wrong.

**Secretary**

Knowing exactly what reaches far to find and near. And tells all - they are welcome here.

Your smile reaches for where. Thank you Secretary for all you do.

We would be lost without you!

---

National Professional Secretaries Week and National Secretary’s Day was created in 1952 through the work of Harry F. Klemfuss of Young and Rubicam. Klemfuss recognized the importance and value of the position to a company or business. His goal was to encourage more women to become secretaries!
ADVERTISING & SPONSORSHIP INFORMATION

1. Fee will be considered as “donation” to AAA. You will receive a letter of appreciation in return.
2. Advertising will run every three months (four issues per year). Deadline to submit your materials to the Editor at calgaryaaanewsletter@gmail.com is no later than 30 days prior to the issue of the next edition (Publishing Schedule on Page 2)
3. For more information, please contact:
   - Myra Paul: calgaryaaanewsletter@gmail.com
   - Evelyn Serbout: evelynserbout@yahoo.com

BECOME A SPONSOR AND GET YOUR BUSINESS NOTICED

AAA Calgary Branch Partner Sponsor Program

As a partner sponsor, you will:
   a) provide monetary support to AAA, Calgary branch only (min $500); and
   b) sponsor our Executive Board meetings minimum two (2) times per year.

In return, as partner sponsor to AAA, Calgary branch only, you will be given the opportunity to:
   1) market products/services to our members throughout the fiscal year;
   2) connect with our members’ individual company to endorse products/services;
   3) use email blast for any promotional or marketing campaign 2-4 times per year; and
   4) add your logo in all of our events for promotional/marketing purposes.

For details, please contact Evelyn Serbout at evelynserbout@yahoo.com
Don’t Get Lost In The Clouds - The Visible Assistant

For years, secretaries and administrative assistants traveled at low levels. They were invisible. In fact, the theory was that if you were a really good assistant, you would be invisible to your boss and others. You would glide through your day, get tasks done, and do whatever it took without telling everyone what you did and how you did it. This was the way it was! Today’s philosophy is “be visible. Stop hiding your talents and contributions to the organization”. Stand out – be different – use your strengths to shine. Stop being a glimmer of light.

It’s time for administrative professionals to come up from the clouds that have cast a gloom over their performance. It is time to rise above the coworkers, friends, or even family members who kept you invisible. It is time for you to become the Visible Assistant.

Four ways to get noticed at work:

1. You have to expand your horizons. Quit traveling close to the ground.
2. Expect turbulence. As you climb and strive to reach your star performance, you may get some repercussions from your organization, department, boss, colleagues and even your best friend. Just remember that like my commuter plane going to Chicago, you will rise above the clouds to an even better place.
3. Rise above your environmental clouds. Like the aircraft blurred in the mass of clouds, you may be blurred in the mass of coworkers. Your performance may be clouded by a boss who holds you down, a coworker who diminishes your contributions, or a team who stamps out your creativity.
4. Increase your visibility through performance improvement. As you improve your work performance through professional development and feedback, people in your organization will notice you. They may notice you already, but are they noticing you for the right behaviors and reasons?

Joan Burge
CEO & President
Office Dynamics, Ltd.
**9-TO-5 STYLE: THE WORKING CHIQUE**

**DRESS FOR SUCCESS**

1. Dress to impress. Casual clothes can reflect an “I don’t care” attitude.
2. Dress to impress. Casual clothes can reflect an “I don’t care” attitude.
3. Avoid the terrible ‘TODs.’ Too short, too tight, too low cut.
4. Gentlemen: Keep that neatly finished hair neatly groomed.
5. Keep it classic. Prom hair belongs in your high school yearbook.
6. Go easy on the make-up. There’s only room for one Lady Gaga on this earth.
7. Don’t over-complicate. Too many accessories equal one big distraction.

---

**Sock Bun Tip**

1. Wrap a sock around hair to begin.
2. Place the bun at the top of your head.
4. Secure with a hair tie.
5. Final result.

---

**Deskercise—The Daydream**

Gently pull each elbow to the opposite side overhead. Just pretend you’re under a Tahitian waterfall and need to scrub your shoulder blades.

---

**Professional, trendy and colourful spring fashion ideas**

---

**Contributors WANTED!**

---

**Volume: 02; Issue: 01; April 2016**

The Calgary Branch Newsletter
Grilled Cilantro Lime Chicken Skewers
A light and healthy dinner for the grill! These Grilled Cilantro Lime Chicken Skewers mixed with the smokey flavor from the grill have the tastes of summer. Try them tonight! They are a new family favourite!

Yield: 4 servings
Prep Time: 2 hours
Cook Time: 8 minutes
Level of Difficulty: Easy

Ingredients:
- 2 lbs. chicken breast, cubed
- 3 cloves garlic, roughly chopped
- zest of 1 lime
- juice of 2 limes
- 1/2 bunch fresh cilantro
- 1/2 teaspoon oregano
- 2 tablespoons honey
- salt & pepper, to taste
- 1/4 cup warm water
- 1/4 cup canola oil

Directions:
1. Place cubed pieces of chicken into a large bowl and set aside.
2. Measure and pour remaining ingredients into a blender and blitz until garlic and cilantro have broken down into tiny pieces. Pour over chicken and stir to coat. Cover and marinate in fridge for 1-2 hours.
3. While chicken is marinating, soak wooden skewers in water.
4. When ready to cook, alternate pieces of chicken and thinly sliced lime onto wooden skewers. Grill approximately 4 minutes per side or until grill marks form and chicken is thoroughly cooked. Remove from grill and serve.

“Lauren’s Latest” blog

Dulce de Leche Flan
Flan/Caramel Custard/Crème Caramel, is a delicious baked custard with a variety of names. This is by far the easiest and most decadent dessert you will make. Best part, you will find all the ingredients in your pantry! Another guaranteed family favourite… and my personal favourite as well!

Yield: 4-5 servings
Prep Time: 20 minutes
Cook Time: 1 hour
Level of Difficulty: Easy

Ingredients:
- 3/4 cup of raw sugar (or regular)
- 2 12 ounce cans of evaporated milk
- 1 can of Dulce de Leche
- 6 large eggs
- 1/2 teaspoon cardamom powder
- 5-6 strands of saffron (optional)

Directions
1. Preheat oven to 350°F
2. Heat the sugar in a small heavy based saucepan over medium heat. Stir constantly for 6-8 minutes. The sugar will melt and turn caramel colour. Carefully pour into a 9” round cake/flan pan. Swirl quickly so it spreads all around.
3. Place evaporated milk, eggs, dulce de leche, cardamom powder and saffron into a blender. Blend for 1 minute.
4. Pour on top of the prepared 9” pan. Cover with foil.
5. Fill a roasting pan with 1” water and place your flan pan into the roasting pan.
6. Bake for 60 minutes or until a butter knife comes out clean.
7. Let it cool in the refrigerator for 4-5 hours or overnight.
8. Run a small spatula around the edges and flip it on your serving dish.
9. Serve with sprigs of mint or freshly whipped cream. Sprinkle with cinnamon powder.

Contributed by my friend in Texas, Sana Siddiqui; she is a stay-at-home mom and a fantastic cook.
MAKING THE SHOT: THE PHOTOGRAPHERS’ GALLERY

“Giving Wings to the Dream”

Contributed by: Myra Paul

2016 – 2017 CHARITY

This year we are pleased to sponsor the following charities:

The DI :: Calgary Drop-In & Rehab Centre

Project: Fill-a-Purse ❤️

AAA, Calgary Branch is Filling Up...
❤️ Fill A Purse ❤️ Fill a Heart❤️

Don’t forget to bring your donations to the dinner meetings & remember....
WANTED DEAD OR ALIVE (PREFERABLY ALIVE)

MEMBER’S PICK

ADDITIONAL BRANCH INFORMATION

Monthly Dinner Meeting: calgaryaaa@gmail.com
Membership and QAA: calgary-membership@aaa.ca
QAA Registrar: qaaregistrar@gmail.com

Community Engagement: calgaryaaaengage@gmail.com
All other inquiries: evelynserbout@yahoo.com