



## DON'T MISS OUT

### August 3, 2013

#### Parade

Caribbean Carnival (Caribana)  
Lakeshore Blvd (Close to Exhibition  
Place)  
10:00 a.m.—6:00 p.m.  
Cost: Free

### August 3-11, 2013

#### Sporting Event—Tennis

Rogers Cup  
Rexall Centre  
Cost: Ticket prices vary

## INTRODUCING THE EXECUTIVE TEAM 2013

I am very pleased to introduce you to our Executive Team for 2013-2014

**Secretary:** Laura Nash

**Treasurer:** Paul Linchuang

**Membership Chair:** Nicole Nickel-Fleming

**Website Administrator:** Dina Raso

**Newsletter Editor, "The Connection":**

Sim Frayne

**Past President:** Jackie Cook  
and myself, Erika Giesl QAA, as  
**President.**

We are currently seeking assistance in the **Program Chair** position, as well as

the position of a **Vice-President** who would be willing to assist in marketing the Association as well as arrange an Annual Administrative Workshop this program season (early 2014). A **Year Book Coordinator** position is also available. All position descriptions are available and mentoring is provided.

Please contact me directly if you are interested in participating where your unique ability takes you, or if you have any questions regarding the above.

Congratulations to our Executive Team!  
Thank you!

# UPCOMING EVENTS

### August 9-11, 2013

#### Cultural Festival

Taste of the Danforth  
On Danforth starting at  
Broadview  
Starts: Friday 6:00 p.m.  
Cost: Free

### August 16—Sept 2, 2013

#### Exhibition

Canadian National Exhibition  
(CNE)  
Exhibition Place, Toronto  
Cost: Varies  
[Click here for discounted tickets](#)

### August 22-25, 2013

#### Entertainment/Festival

Buskerfest  
Yonge St from Queen to College  
Cost: Free (by donation)

## 2013-2014 PROGRAM CALENDAR

### *FUTURE GENERAL MEETING / GUEST SPEAKER VENUE*

We have finished yet another successful program season and look forward to engaging professional speakers and new interesting topics for all of our members and guests in our 2013-2014 upcoming program.

During discussions with other Branch Presidents while in Ottawa, meeting venues were brought to my attention. My proposal for this coming program season would be for us to move to organized dinner meetings with guest speakers x 4 and , general meetings downtown x 4 . We would have a set menu for our dinner meetings depending on the

number of registrants; pay one fee to cover all expenses (to include taxes and gratuities) and send out flyers as per our usual protocol. Our 4 monthly general meetings would be held at the Princess Margaret Hospital, as in previous season. Your opinions, suggestions and/or ideas are most welcome.

Please email me directly at [giesl.erika8@gmail.com](mailto:giesl.erika8@gmail.com)



## ANNUAL GENERAL MEETING

### April 17, 2013 - Renee Charles, "Me Inc.—Looking through the lens of your Personal Leadership Brand"

Our Annual General Meeting this year was held at the Canadiana Restaurant in Etobicoke. The venue was well received; the food was great and the service was exceptional! Along with our regular dinner, the Toronto Charter also subsidized with appetizers as our speaker opened prior to our dinner service this year.

Renee Charles did a wonderful job in delivering "Me Inc. - Looking Through the lens of your Personal Leadership Brand". She made us think of who we are and how we would describe ourselves to others without using our job title; our name; or any other personal information. Some words which could be found on the name tags were as follows: professional; funny; caring; intelligent; dedicated; proud; competent; motivated; and the list went on.

Renee also reminded us that behind every product / brand there is a slogan which, in some cases, can be recognized worldwide. She brought her educational skills; her leadership skills; as well as, her networking skills to deliver a very important message - how do we see ourselves from another perspective? A great evening to end our fiscal year. Thank you Renee for sharing your expertise.



Renee Charles & Erika Giesl



Erika Giesl presenting donation to (Jay Haddad) Camp Nokomis

### An evening to remember...



## SPRING FOR NOKOMIS

### May 10, 2013—Camp Nokomis 15th Annual Crystal Fundraiser

On Friday, May 10th, it was an honour and a pleasure to welcome everyone to the Etobicoke Queensway Lions Club 15th Annual Crystal Gala fundraiser – Spring for Nokomis! Over 200 wonderful silent auction items were available for perusal and with active bidding thereafter. Our music venue was from the Noize Faktory, who graciously donated their time and talent to this annual event in support of sending 'kids to camp'.

It was a night of sharing – being truly blessed by our friends around us who support Camp Nokomis; whether by volunteering to get the camp ready for the summer; by assisting in fundraising events throughout the year; or by being there that evening to pick up that special something on our silent auction tables and contributing financially in return.

15 Years! Wow! Congratulations to everyone! Camp Nokomis, under the Senior Directorship of Jay Haddad, brings children together every



*Lloyd Hartley (Home Depot), Erika Giesl (AAA) and Zak Haddad, (Director, Camp Nokomis)*

summer to experience new and exciting things – such as canoeing; archery; and, kayaking; they learn all about the outdoors – the hikes they go on; the stars they see; the crickets they hear; they grow as children by developing new friendships; listening to Sunday chapel; and, being more independent in how they think and feel.

Personally, my 3 girls, ages 6, 8 and 10 – went to Camp Nokomis last year for the very first time. I was one of those really nervous moms.... as the bus left – we all cried.... Jay assured me they would be fine....

Continued on page 5

## WELCOME NEW MEMBERS...

On behalf of the Toronto Charter Branch we extend a warm welcome to our newest Association members:

Karen Beaumont-Jones

Katie Harding

Arlene Kelly

## HAPPY BIRTHDAY

To all our members celebrating their special day this summer!



## ADVICE FROM DR. SEUSS:

“Don’t cry because it’s over, smile because it happened”

## SPRING FOR NOKOMIS—CONTINUED

even though I called him almost every day, I felt like I was lost – well.... When it came time to come back home.... they cried.... because they didn't want to leave camp .... Can you imagine what the bus driver was thinking... It was the best experience for all 4 of us.

Camp Nokomis is very fortunate to have such great staff who takes very good care of the children who attend! From the leaders, the leaders in training, the chefs, the nurses, the life guards, to the social programs – theme nights, Camp Nokomis Live – such care, dedication and talent! What a team!



The support through this annual fundraiser helps children attend Camp Nokomis and experience a summer they will never forget! Please give gener-

ously to a cause in your community. Together we CAN make a difference... and in the many years to come!

For more information about Camp Nokomis go to: <http://www.campnokomis.com/>

---

***"A healthy attitude is contagious but don't wait to catch it from others! Be a carrier!"***  
*Author Unknown*

---

## FIRST MEETINGS: WHAT TO DO, WHAT TO SAY

I am often asked about appropriate behaviour when meeting someone in person for the first time. Maybe it is a client with whom you have a regular telephone relationship but whom you have never met face to face. Or perhaps you met someone at a professional gathering and feel it would be worthwhile to pursue the business relationship further. You want to get to know the person better.

If you are going to meet over coffee, at least take the person to a special bakery with nice seating to make the event a little more special than having coffee at a chain with loud radio commercials for ambiance.

Keep in mind the possibility that the person you meet may not contribute anything to the conversation. I suggest lunch rather than dinner for a first meal together because if things are not going well you can always make the excuse that you need to be back in the office soon.

If you make the invitation, you select and book the place, and you pay. Pre-arrange payment with the wait staff so there is no fuss when the bill comes. If you are the guest, watch carefully what the other person orders or suggests from the menu so you don't kill his budget. Whether you

are the inviter or the invitee, always bring enough money to cover the whole bill. You just never know.

What are you going to talk about? You? Will you get to know the other person better if you talk about you?

Start with something non-invasive: the person who introduced you, the companies you work for, the ambiance of the place. These are things you have in common.

"Tell me about yourself" is an open question and gives the other person the chance to talk about his job, his children, scuba diving, arts, whatever is close to his heart, whatever he wants to share with you. If any of the subjects are close to you as well, elaborate on them.

A few no-nos:

Don't run down the company you work for, and watch what you say about previous employers also. One never knows when something may go sour and your words may be turned against you. Approach loaded issues, such as



Continued on page 6

## FIRST MEETINGS... CONTINUED

religion and politics, carefully. It doesn't mean you can't touch these subjects, but is the other's view on abortion

really the most important issue for you, or do you want to get to know the person?

Don't push your views on the other person. Talk less, listen more.

Talking about the latest news headlines provides a rich variety of topics and the opportunity to go as deep or as shallow as you like. For example, you can discuss the economic implications of Barack Obama's election or comment on Mrs. Obama's choice of green shoes.

Let me tell you a story from my personal experience. Though I was on date, the principle is the same for business meetings.

I was invited to dinner by a man whom I had met at a professional gathering. He was a handsome man with impeccable manners; he was recently separated from his wife. He hated his ex-wife with such a passion that he had no time and energy for anything else. Any subject we started, within two minutes the conversation went back to his main focus. What a waste of his energies and my time!

A meeting is not all about you and your pet topics or peeves. When preparing for a meeting, ask yourself if you have the energy to focus on the other person. Direct your attention to them. And have fun. Laugh. In business relationships, as in personal relationships, making the other person feel special goes a long way.

Adeodata Czink, President, Business of Manners

## HOW TO LOOK AND FEEL POWERFUL

Freeze! Hold your position right at this moment. Notice how you're seated or standing. Are you expansive and taking up a lot of room? Or are you curled up and squishing yourself into a small space?

Research tells us some fascinating things about body language and how we hold ourselves. One of the signs of positions of power is taking up room. It's almost like people in power positions feel they have a right to take up more space than the average bear. Have you ever observed meetings from a "body language" perspective. Try it at your next gathering. Note who drapes their arms over the chair beside them. Who spreads their papers around on the boardroom table? Who places their elbows on the armrests opening their chest area? Or which colleague is most apt to uncross their legs and take up more real estate? You will often find a relationship between the amount of space a person consumes and the amount of power in an organization they possess.

Amy Cuddy, a Harvard University professor, has studied body language extensively, and she's concluded that there is a direct relationship to expansive postures and power. In other words, the more power someone has, the more room they take. When you think about it, this concept is reflected not just in body language, but in the size of house this person owns, the car he drives or the carat of diamond she wears. Apparently, size does matter when it comes to com-



municating power.

Here's the fascinating part about Cuddy's research. She and fellow researchers hypothesized that if power people displayed power positions, then the opposite might also be true. That is, she tested the concept if you are not particularly powerful and you assume power positions with your body, that you will both appear AND feel more powerful. Her research concluded this to be true.

Use expansive body talk to appear & feel powerful

This is really the amazing thing she discovered: just two minutes of a power pose (think "Wonder Woman"), and your brain chemistry changes. You feel more powerful.

Think about all the places you could apply this technique. Just two minutes before:

- a job interview
- your annual appraisal review
- you ask your boss for a raise
- you negotiate with a tough client
- you do a presentation

Continued on page 7

## HOW TO LOOK AND FEEL POWERFUL— CONTINUED

- you speak to the media
- you pitch to a sponsor or potential client

Just two minutes and it changes what you project and how you feel, and that changes your results. Power people take up room, use expansive posture and gestures, and command attention. Go grab your place, and make it a power one.

Until next time, here's to ...  
Better communication, better business, better life,  
Marion Grobb Finkelstein

Communication catalyst, author, professional speaker Marion Grobb Finkelstein teaches individuals and organizations across Canada and beyond, how to connect with clients, colleagues, employees and bosses, and how to handle workplace communication challenges to improve morale, confidence and productivity. Chat with her at [www.facebook.com/MarionSpeaks](http://www.facebook.com/MarionSpeaks) and sign up for her FREE weekly "Marion's Communication Tips" at [www.MarionSpeaks.com](http://www.MarionSpeaks.com)

---

## A clear conscience is usually the sign of a bad memory.

---

### THE 4 CORNERS OF PERCEPTION

**March 27, 2013 - Anthony Mascioni**



*Dina Raso & Anthony Mascioni*

It was a great pleasure to have Anthony Mascioni participate in our 2012-2013 program season. On March 27th, Anthony enlightened us on communicating verbally, visually and kinetically and how our mind can play an enormous role on how we respond to what we have just heard. Our family, friends, colleagues or associates can all say the same thing, however we can interpret them all differently depending on interpretation and delivery on the receiving end. Anthony brought his unique methodical ability in his teachings to the forefront, and participants were eager to enrich their educational side by absorbing information. What a great source of knowledge shared, and another very successful evening of 'professionalism through education'. Thank you Anthony for your time and talent!

## FORT MCMURRAY, AB

As the Association of Administrative Assistants number of members increase each year, so does the opportunity for us to bring awareness in other communities such as our own. It was a pleasure meeting members from Fort McMurray who have taken a great interest in bringing awareness and a Branch to their community. Under the leadership of Bridget Cochrane (a former Hamilton Branch member), potential members were educated on the benefits of becoming a member of our great organization. I invite everyone to participate in their branch activities and increase awareness within your community. Word of mouth is a great source of communication in our world today, and it is from our passion that sometimes our outcomes exceed our expectations.

The National Annual General Meeting and Professional Workshop which was held in Ottawa this year, was yet again, a great networking arena where friendships were made; the administrative profession kept current and up-to-date; and, Association business was completed. With that being said, the evening socials were also great fun and the city of Ottawa quite a beautiful treat to visit once again!

Congratulations to our Fort McMurray Branch members!

# NATIONAL NEWS

## ADMINISTRATIVE PROFESSIONALS CONFERENCE—APRIL 22-23, 2013



*Erika Giesl, Toronto Charter Branch President & Barb Grogan, National President. AAA*

The National Board was invited to be a sponsor at the Administrative Professionals Conference held in downtown Toronto during the week of April 22nd. Our National Director-President, Barb Grogan and myself attended on behalf of the Association. We were pleased to welcome many new administrators to Toronto and invited those from the Ottawa area to join us at our National Annual General meeting scheduled for the end of May.

Our cord wraps as well as our identity theft card sleeves were a big bonus as a marketing tool, as they were very well received by all those who attended. We were able to meet other sponsors from around the Toronto area, as well as introduce ourselves to those who are in the administrative profession who met us for the very first time. Barb and I were also delighted to be moderators at their afternoon session.

If you know of any opportunities that can enhance our awareness, please do not hesitate to connect with any one of our Executive Team. Thank you! Another win-win event for the Association of Administrative Assistants.



# PROFESSIONAL WORKSHOP

## WINNING STRATEGIES AT WORK

### May 30, 2013—Marion Grobb Finkelstein

Marion Grobb Finkelstein was given a warm welcome when she engaged the members and guests at the Association of Administrative Assistants Annual Professional Workshop held in Ottawa, ON on May 30, 2013. The full day workshop was well received by all those in attendance and everyone walked away with a list of ideas they will implement as they move forward in their everyday full lives.

Our full day session topics included: Winning Strategies at Work; Communicate to Connect; Assert Yourself (and get your voice heard); and Your Body Talks - Do you know what it is saying? Great information shared throughout the day with group discussions and individual exercises kept the buzz in the room constant. I wanted to share a few highlights which I believe we all can relate to in our day to day professional life:

a) identifying workplace challenges - such as inequality / workload; office bullying; personality types; mentoring; and, lack of awareness with regard to public education. If we identify our challenges, it becomes easier to find solutions for a common goal and productivity does not get affected.

b) recognizing our colleagues and our own unique communication styles: introverts or extroverts - how we can interpret or misinterpret communication and possible future action by either body language; verbal communication (meaning words); or, the tone in which it is delivered. Recognizing the strengths of both the introverts and extroverts can be challenging at times, however it can also be a win-win as everyone does bring their own unique ability to the forefront to reach an end result of success.

When we respect who we are working with or who we engage with on a daily basis, we can bring our expertise and ideas forward; we can control our emotions; decisions can be made; and sometimes, we may just have to let go of the rest. I truly believe that together anything can be accomplished as a team, as long as the time line and the common goal is realistic.

We learn each and every day of our lives, and these were just a few highlights from our wonderful day. Thank you Marion for continuing to engage us with 'professionalism through education'.

## REMINDER

Professional Association 'Regular Membership' fees are now overdue. Late fees will be incurred. Those who are graduates of our Qualified Administrative Assistant (QAA) program, please also be reminded that your QAA designation is not valid unless you are a paid member in good standing. Questions, please contact our Membership Chair at [membershipnicole@gmail.com](mailto:membershipnicole@gmail.com)

## MISSION STATEMENT

Ideally, there is harmony, unity, and integrity between your vision and mission, your roles and goals, your priorities and plans, and your desires and discipline. In your weekly planner, there should be a place for your personal mission statement so that you can constantly refer to it. There also needs to be a place for your roles and for both short and long-term goals.

---

# NATIONAL AWARDS

---

2012-2013  
Honour Roll  
Awarded to  
Nicole  
Nickel- Fleming

## Honour Roll Recipient for the Toronto Charter Branch 2012-2013

This award was established by the National Board in 1980 to record the names of members who, in the opinion of their fellow members, merit recognition for achievement and contribution, "distinguished service" in and to the Association and the community. Each branch and National Board has the opportunity of submitting up to two names of members for inclusion to the Honour Roll each year. Association of Administrative Assistants 2012-2013 Awardees shall be announced at the National Annual General Meeting and shall be recorded in the Minutes of the Annual General Meeting. The names of awardees shall also be inscribed in the Honour Roll Book and a certificate is presented to each recipient.



The Toronto Charter Branch has been blessed with yet another very dedicated individual who is great at following through with administrative responsibilities.

Born and raised in Montréal and a move to the Toronto area in the early 1980's, she later became a graduate of Humber College and distance education from the University of Waterloo.

Through many years of varied office experience in multi-national companies such as ABB & formerly Christie Brown, now Kraft, she has gained valuable strengths and business acumen in all areas of an office environment. As a current Administrative Supervisor with Melitta Canada Inc. for the past 12 years, she is responsible for Human Resources, Payroll, Office Administration & French-speaking consumer relations.

Continuing on as a valued member of our Association and our Executive Team, her quick turnaround response time for information requests, never ceases to amaze her fellow colleagues. She believes that with the Association becoming more visible within the Greater Toronto Area, members will find their way to not only visit our website, but to attend our scheduled meetings throughout the fiscal year. As our recipient does a lot of 'behind-the-scenes' volunteerism, we can agree that communicating, following-through and finding the best solutions, takes time, and it is truly gratifying when they join on with our great organization.

She is very proud to be part of this organization; admires the values; commitment and passion of its members; and it shows in all that she does. She brings humour, positive ness and a great sense of her self by being who SHE is and doing what she does best – helping others.

She is fluent in English, French and German; is happily married to her 'soul mate'; enjoys photography and spending time with her family.

We are very pleased and honoured to present Nicole Nickel-Fleming as our Honour Roll Recipient for the year 2012-2013. Thank you Nicole!

2012-2013  
Newsletter  
Award  
Sim Frayne

## Newsletter Award Recipient for the Toronto Charter Branch 2012-2013

This award was established in 2008. At the Annual General Meeting, Directors of National Board will judge Branch newsletters from the past year. Points will be awarded on the basis of quality, variety, presentation, professional content and frequency of publication. The award and certificate is presented by the Director - President to the President of the winning branch at the Annual General Meeting. The Editor of the newsletter will receive a certificate and a monetary gift up to the value of \$50.00.

During the past years we have continued to grow in our information distribution, as well as to continue to bring many great guest speakers to the forefront. It is with great pleasure that I accepted the Newsletter Award, for the first time, on behalf of the Toronto Charter Branch. I am very proud and grateful to have our Newsletter Editor, **Sim Frayne**, receive such an award. She is well deserving of this award; sharing her time and talent in an area she excels; it is very much appreciated. I look forward to continuing to work with her as we bring forward communications on what is happening in and around our Association. Thank you Sim! Congratulations!

---

## Q.A.A. GRADUATE LUNCHEON

On Saturday, June 1st, we honoured 11 Qualified Administrative Assistant (QAA) graduates at our annual luncheon in Ottawa, ON. It was with great pleasure that 5 of our QAA graduates were present to receive their certification of completion from our National Director-Registrar Gale Balcourt, QAA. We congratulate all of our graduates currently residing in Vancouver, Hamilton, Peterborough, Ottawa, Edmonton, and Calgary, on this educational milestone!

All current and past graduates of our program, know that dedication, commitment and support from our friends and family are a large part of encouraging us to move forward with our continuing education studies. Be proud for what you have accomplished over the course of your studies and embrace the opportunities which lie ahead. A learning journey which nev-

er ends, as our life is full of surprises; great adventures; and, a foundation of strength from those who surround us who encourage us to be the best that we can be. Thank you for continuing to share your journey with the Association of Administrative Assistants. Again, congratulations!

Anyone interested in learning more about the QAA program should contact our National Director-Registrar, Gale Belcourt at [registrar@aaa.ca](mailto:registrar@aaa.ca)



---

***"Tell me and I forget. Teach me and I remember.  
Involve me and I learn"***  
***~Benjamin Franklin~***

---

## Q.A.A. CORNER

Congratulations to our Q.A.A. Graduates! This year marks the first year in which 'Certification Renewal' points are collected. Please visit our website to review the certification renewal process in detail. To retain the Qualified Administrative Assistant designation, you are reminded that 40 points every three years are to be accumulated and submitted. Points can be retained, for example: by serving on the National Board; your Branch Executive; attending one day professional workshops; credit course; part-time studies; participating in submitting articles for publications; webinars; experimental learning / community involvement; and, office administration innovations / awards. Participate and enjoy the journey of "professionalism through education". Serving on a committee or team in any professional environ-



ment will only enhance your foundation of knowledge, as you continue to share your unique ability with your colleagues.

*Mentor / Mentee* -- The Association also encourages members to become mentors or mentees. Our website is a wealth of information and details of this initiative can also be found at

[www.aaa.ca](http://www.aaa.ca) We welcome the open lines of communication and continue to assist our fellow members when the need arises. Thank you for sharing your talents!

*A reminder to all Q.A.A. graduates* -- it is mandatory that annual regular membership dues to the Association are to be paid to retain your Q.A.A. designation status within your workplace.



## **ANN MAX, PRESIDENT, PRODUCTIVE TO THE MAX**

Drawing from years of experience in organizational development, human resources and administration, I'm a productivity expert who knows how to cut through the noise to give organizations and individuals skills they can use today to improve productivity, performance and profitability.

My consulting, coaching and training sessions are fun, rewarding and motivating.

**“Being reactive instead of proactive”**

**Ann Max**

## **ASK THE EXPERT**

### **Do You Sabotage Your Productivity?**

As I proceed with my daily consulting and coaching activities, a weird thing always happens. Certain behaviors and actions come to my attention in themes. One month I might notice that everywhere I look, organizations are struggling with strategic planning. Another month it might be communication or email challenges. This month's topic seems to be ways that we sabotage our productivity.



Take a look and see if you exhibit any of these behaviours:

1. Working in a totally disorganized environment. The picture above is not pretty. To enter such a workspace on a regular basis will drain your energy. And what do people think of you? The perception is that you really are disorganized so why should they even attempt to deal with you? You might be the nicest person in the world but people are going to think twice before handing over anything.
2. Having more than one to-do list scattered over your desk, bag, chair, bookcase and computer. Whoa! That is something that is very hard to control. Being organized means having all your information in ONE place. I bet that there are duplicate and triplicate entries on those lists. The first step is to take all those to-do lists and transfer them to a notebook, a task list on your computer or a calendar.
3. Being so anal (sorry!) that you print every single email; even the ones that are appointments or meetings and that are already scheduled on your calendar. Excuse me! Even if you do not want to save the environment, why would you need so much of a reminder to do something or go somewhere? If you need to be reminded, use the alert button on your calendar or put a string on your finger! If you attend many meetings, create folders, either electronic or paper for each meeting and include the relevant information. If you are lucky enough to have an administrative assistant, have them arrange these folders by day and present to you as you leave the office.
4. Having too many detailed systems and processes. Simple and easy is the way to go with systems. Many of us, especially the procrastinators, spend time developing lists and systems for what we have to do in order to save us from having to deal with the real issues. Give yourself a time limit to set up simple systems, use them for a while and tweak if necessary. Then get on with what really matters.
5. Being reactive instead of proactive. Spinning your wheels all the time without a structure or foundation for what you do, will just provide a faster way for you to burn out. It will overwhelm you physically and emotionally and will affect your team more than you realize. Planning, training, empowering and systematizing will prevent you from responding only to urgent matters all the time. So take the time to do those things.
6. Marking emails as UNREAD. One of the chief components of productivity is to deal with incoming information only once. Read it then decide whether you need to delete, delegate, do or defer and have a system in place where your emails do not remain in your inbox.
7. Leaving everything in your head and having no system or calendar to follow. Even if your head is big enough to hold all that information, why would you want to do so? And how do you keep any clarity? Your brain is valuable real estate so save it for the important things that require your energy. Get yourself a calendar to follow all the non-urgent times in your day.

## ASSOCIATION OF ADMINISTRATIVE ASSISTANTS

The Association of Administrative Assistants is a Canadian chartered non-profit professional organization founded in April 1951. The Association is proactive in encouraging its members to further their education and enhance their career opportunities by continuously upgrading their skills and professionalism. Association members are encouraged to obtain the Qualified Administrative Assistant (Q.A.A.) designation. The Qualified Administrative Assistant Program consists of three compulsory courses and four elective courses offered at eighteen post secondary institutions across Canada. The first graduating class was in May 1960. In May 2012, the Q.A.A. designation was awarded to our 715th graduate.

## DROP US A LINE...

Contact us with your comments or suggestions

Erika Giesl	President/Program Coordinator	<a href="mailto:giesl.erika8@gmail.com">giesl.erika8@gmail.com</a>	416-503-9739
Vacant	Vice-President		
Laura Nash	Secretary	<a href="mailto:nashl@sympatico.ca">nashl@sympatico.ca</a>	416-946-4501 ext. 3975
Paul Linchuang	Treasurer	<a href="mailto:plinchuang@gmail.com">plinchuang@gmail.com</a>	416-809-0812
Nicole Fleming	Membership Co-ordinator	<a href="mailto:membershipnicole@gmail.com">membershipnicole@gmail.com</a>	
Dina Raso	Web Administrator	<a href="mailto:radraso@rogers.com">radraso@rogers.com</a>	905-832-6156
Sim Frayne	Newsletter Editor	<a href="mailto:tcbeditor@gmail.com">tcbeditor@gmail.com</a>	416-510-6867
Vacant	Yearbook Coordinator		
Jackie Cook	Past President	<a href="mailto:thecooksmeow@hotmail.com">thecooksmeow@hotmail.com</a>	416-622-9759

# Professionalism through Education

Toronto Charter Branch  
Mailing Address:  
1005 -36 East St  
Oakville, ON L6L 5K2

For Registration of any event  
contact:  
[registration-toronto@aaa.ca](mailto:registration-toronto@aaa.ca)



## SUBMISSION/POSTING DATES FOR THE CONNECTION

Please contact Sim Frayne at [tcbeditor@gmail.com](mailto:tcbeditor@gmail.com) with regard to any questions/ article submissions for **The Connection**. Your comments are most welcome.

Publishing Schedule: *(Stay tuned for 2013-2014 dates)*

November 15, 2012 (Article submission deadline November 7, 2012)

January 14, 2013 (Article submission deadline January 4, 2013)

March 27, 2013 (Article submission deadline March 18, 2013)

July 31, 2013 (Article submission deadline July 15, 2013)

*Small deeds done are better than  
great deeds planned.  
- Peter Marshall-*