

LEADING THE WAY

THE MAGAZINE FOR OFFICE PROFESSIONALS

Volume 8 No.1 May 2011

Looking within...
Flexibility the key

AIOP

AUSTRALIAN
INSTITUTE OF
OFFICE PROFESSIONALS

Incorporated in Victoria ABN 68 004 992 527 formerly Institute of Professional Secretaries & Administrators (Australia)

**2011 AIOP NATIONAL
BREAKFASTS
FRIDAY 6 MAY 2011**

- Education
- Accreditation
- Professional Development
- Self Development
 - Mentoring
 - Networking

Supporting Office Professionals

FIVE REASONS TO JOIN YOUR PROFESSIONAL ASSOCIATION

- 1 Membership offers training and development opportunities, networking events, informative seminars and gives its members a chance to move out of their comfort zones and up-skill in a fully supportive environment.
- 2 Regular opportunities to meet peers, share knowledge and participate in self-development events.
- 3 Boost your career development prospects by joining a division's management team or contributing articles to the magazine.
- 4 Professional memberships are a valuable addition to your resume for promotional opportunities, or your next career move.
- 5 The ability to utilise the expertise, support and networks of members around Australia and New Zealand when career or job changes occur.

If you are reading this, you are already likely to be a member of your professional association.

However, the above five reasons can be used to encourage your colleagues to join AIOP.

www.aiop.com.au



WELCOME...

2011 has presented overwhelming and extraordinary challenges with all the natural disasters that have affected so many people. This certainly calls for inner strength and determination. Our theme for the first issue of *Leading the Way* for this year focuses on looking within and attempts to raise awareness of finding our own inspiration and creativity by understanding ourselves better and seeing the opportunities that we can make for ourselves.

We hope that you find inspiration in the content that we have sourced for you and find your own forward direction to realising your goals and true purpose in life. We have also

included special interest articles to build on previous topics.

My sincere appreciation to our dedicated editorial team who ensure we continue to bring you a quality publication and reflects AIOP's vision for its members.

Our newest member, Philippa Baines has decided to leave to focus on new personal goals. It has been great to have her fresh perspective and we are sad to see Philippa go after her short term on the team.

Linda Deutsch National Editor ♦

AIOP Vision

To be the organisation of choice for Office Professionals in Australia.

AIOP Statement of Purpose

- Initiate and support the continuous personal and professional development of our members.
- Promote excellence in our role as the leading organisation for office professionals.
- Advise and contribute to the education of career-minded office professionals.
- Gaining recognition and respect in our chosen profession.

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NATIONAL PRESIDENT'S MESSAGE

Pat Kriel MAIOP

The first month of 2011 showed the Nation come together in a remarkable outpouring of community spirit and "mateship" as the devastating floods made their way through Queensland and Victoria. Then came Cyclone Yasi and the bush fires in Perth, followed by more devastation due to the earthquake in Christchurch, New Zealand. The ensuing months have continued to provide us all with significant challenges and opportunities. In light of the theme for this month's magazine – *'Looking within – Flexibility the Key'* the events of 2011 have certainly taught us to look within our own hearts and minds as we have reached out to assist and support friends, family and colleagues who may have experienced difficult times, and certainly flexibility is the key.

NATIONAL THEME 2011

The National theme for 2011 is **Forward Directions**. This builds on from last year's theme: *Moving Forward*, where the emphasis was on forward planning while this year we look towards delivering and building on those plans. The theme will run through our events this year including our National Breakfasts and our Divisional seminars and events. With your assistance we can put the National Theme for 2011 to good use and market to our members, potential members and key stakeholders AIOF's *Forward Directions*. As we move through our events in 2011, we want every attendee to come away totally enthused and motivated and if they are not already members of AIOF, they will be signing up to be part of a successful and winning team! To achieve this, it will greatly assist our major goal of growing our institution.

2011 NATIONAL PARTNERS

I take this opportunity to acknowledge and thank our National Partners, **Marbig, Executive PA Magazine, Premium Wines Direct** and **Edible Blooms** for their continued support of AIOF. We are delighted to welcome **Kelly Services** on board as a National Partner for 2011. Please continue to show your support for all the organisations that support the Institute.

AIOF is always seeking new partnership opportunities, so if you think you have a potential National Partner please contact me and I will be happy to follow it up.

NATIONAL OFFICE PROFESSIONALS' DAY BREAKFAST

Once again many thanks to your Division Directors and their Committees of Management who have worked so hard to ensure an exciting and successful Office Professionals' Day Breakfast for 2011, some of which include the announcement of the 2011 Office Professional of the Year Awards.

NATIONAL BOARD OFFICERS

I would like to take this opportunity to formally thank **Judith Fitzmaurice** who concluded her role as Victorian Division President last year and to warmly welcome **Linda Cook** to the Board as the new National Director for Victoria.

Also, I would like to acknowledge **Naomi MacGillivray** for her significant commitment and dedication to the role of National Administration Director and Company Secretary over the past two years.

NATIONAL WEBSITE

This has probably been the most exciting and rewarding "Forward Direction" for 2011. Armed with a website requirements document, which had been created from input from all the Divisions to capture the needs of AIOF for a redevelopment of the website, and based on a review of the quotes, at its National Board meeting in Perth in October 2010, the National Board selected Argonyx Studios as the internet redevelopment vendor. It was agreed that the National President, together with the NT and Queensland Division Presidents would take the lead on this project, while the remaining Division Presidents and other specific members would take on the role of "user acceptance testers" at the various development stages of the project.

Apart from the inevitable "teething problems" that occur with any such complex development project, we look forward to using our website to its maximum advantage as a powerful marketing tool to attract new members and sponsors and to communicate more effectively with our existing members.

8TH INTERNATIONAL OFFICE PROFESSIONALS' SUMMIT - JULY 2011

I would like to take this opportunity to encourage our members to consider attending the 8th International Office Professionals' Summit being held in Auckland, New Zealand from 5 – 9 July 2011. The Association of Administrative Professionals New Zealand (AAPNZ) is proud to host this international gathering of office and administrative professionals from a possible 53 associations globally. The theme of this year's Summit is **"Global Connectiveness – There's nothing that can't be done if we raise our voice as one"**. The Summit, which AIOF hosted on the Gold Coast in 2006, is a wonderful occasion to meet other office professionals and to help guide the associations and their members worldwide into the future. The centre spread of this issue provides more detail.

CONCLUSION

As National President, I continue to actively promote AIOF as the leading Association for office professionals in Australia. With all the exciting things that are happening within our respective Divisions and Branches around the country, you can enhance your career by becoming involved in your local group and creating a high profile for our organisation.

John C. Maxwell says, "Time after time, success comes down to sacrifice—willingness to pay the price. The same is true of a winning team. Each member of the team must be willing to sacrifice time and energy...He [she] must be willing to

sacrifice his [her] own desires. He[she] must be willing to give up part of himself [herself] for the team's success."

While you may not be able to sacrifice as much time as others, please consider serving AIOF in some capacity. I cannot begin to tell you of the many benefits that I have received from my years of membership in AIOF. From the beginning I participated on committees and then moved into leadership roles at the Divisional and finally National level. I believe that to get the most you can out of an association, you also need to give back through service.

If you have a passion for your profession and for AIOF,

consider becoming a leader in the association. Take time to consider if it's the next step you want to take and even if you don't take on a Divisional or National role, perhaps look at ways that you can assist with future projects and Forward Directions.



Pat Kriel MAIOF National President
Australian Institute of Office Professionals

AIOF National Partners



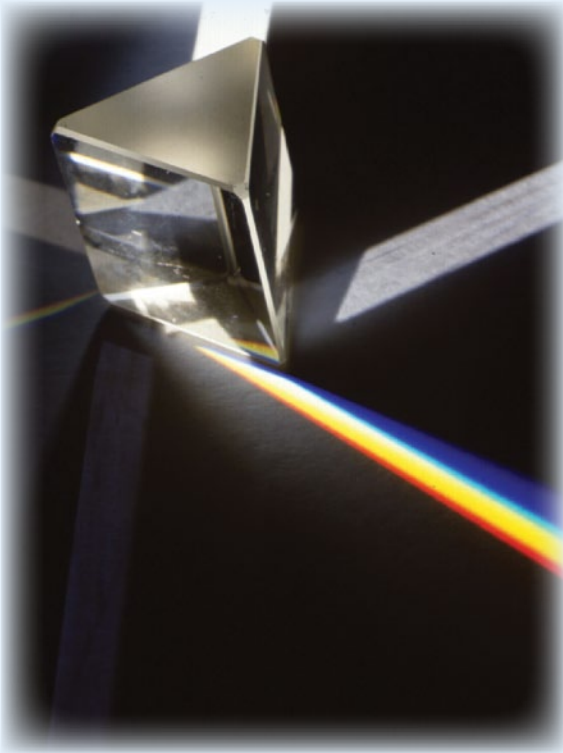
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Looking within

If you could look within yourself
You would find the answer
To every question you have ever asked
And more, much more.

If you could be so quiet
You could hear your toenails grow,
The knowledge of the universe
Is there for you to know.

Your inner self is but a part
Of all that is and was
And ever will be.
You are IT, could you but see.

Turn you eyes and ears inward.
Look within your soul, listen to your heart,
Recognise your rightful place
In a Universe of love.

Posted by Zareba

Website: *Journey into Being: Looking Within*

<http://thetimewarp.blogspot.com/2008/05/looking-within.html>

LOOKING WITHIN FOR INSPIRATION

Jon Hu

I find myself continually drawn to those individuals who stray from the status quo. The surprising thing is, they might not even be doing ridiculously bizarre activities to make me want to also do the same. Many times, I find myself envious of my buddies as they go about changing the world in their respective ways, even inspired to go out and do whatever it is they're doing so that I could somehow influence things around me!

But why is it that whenever we, as people who wish to be creative, wish to be inspired, we always look to things around us? You always see poignant scenes of artists searching for inspiring muses, of photographers waiting for perfect moments in time, of writers chasing for new topics and ideas. We constantly look around at our surroundings hoping to find someone or something that will spark new sparks of creativity and allow us to create monumental pieces of work. But why is it that when we want to be creative, we always look to things around us? And never INSIDE of us?

A great friend of mine was applying to this honors design program, and in order to be selected, all potentials were required to take certain typography and art classes. Hopeful and optimistic, my friend threw herself into her work, only to find that there was more to the bargain than what she had asked for. Stories of working for 36 straight hours, skipping

meals in order to complete projects by deadlines, and puking and passing out became regular, and I asked her, "Why are you doing this?! Is this even okay, even legal, to be treated as such?" The only answer I received was something along the lines of, "I got myself into this so I'm going to finish."

But I instead suspect a different reason. Something else underneath must have been pushing her along. I guess her wanting to get into the program was a strong motivator, but this outside inspiration could only go so far and push someone only so far. I instead believe that not only was my tortured friend looking around her for inspiration, she was unconsciously looking toward her heart. Though she constantly denied it throughout this last semester, she absolutely loves the visual arts - creating it, viewing it, analyzing it, the whole package. And through her ordeal, I saw that we so many times become too lost in looking around us for external inspiration that we forget to look upon ourselves for pieces of creativity. We forget to ask ourselves why we even love what we do, why we want to be creative. Sure, many things around us spark ingenuity, but our personal loves and passions have become underrated sources of inspirations in today's search for creativity. We must remember that in addition to looking around at objects surrounding us, we must not forget to look back inwards, towards the very reasons why we do what we do.

Jon Hu is a student at the University of Pennsylvania who loves skateboarding and discovering new projects.

<http://www.fuelyourcreativity.com/looking-within-for-inspiration/>

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EXERCISING THE COACH WITHIN

Caroline Crosbie

“The coach within? I’m no coach” I hear you say! “I don’t run up and down sidelines roaring instructions at a team!”

What exactly came to your mind when you read the word coach in the title above? Did you think AFL, luxury buses or Cinderella by any stretch of the imagination? Now supposing you instantly thought footy or sport in some form or fashion, let’s hold the same thought while we check out three responses to a simple question below:

When asked “What are you doing?” the first AFL team player replied, “pushups”; the second answered, “20 more than I did yesterday”; while the third said, “I’m putting us in the top eight”.

Those varied responses give us some clues as to how the mind works in a myriad of ways and how differently we all process information. They highlight how some of us are focused on tasks, others on details, yet others on the big picture. How we think relates directly to how we behave, which directly impacts our results.

Have you ever given any thought to how you think, how you communicate or what your personal DISC behavioural style is (whether you are Dominant, Influencing, Stable or Conscientious) and how it affects those around you?

How would you have answered that same question if posed to you (if you are of the Conscientious ‘C’ style, you may have trumped up with “predominantly working my pectorals and biceps” or words to that effect!) and by the same token, what kind of results are you getting in your life? Are you happy with where you are at, and what’s all this got to do with the word ‘coach’ anyway?

Well, if we look at the original definition of a coach being a horse-drawn carriage, it suggests a vehicle that takes us on a journey from where we are now to where we want to go. So the question is this, what vehicle is currently taking you on the journey through your life, towards goal posts, destinations and results? The answer is most definitely YOU. In the same way that you catch a taxi and tell the driver where you wish to go to, so too are you deciding the course of your life journey on a moment-to-moment basis, telling yourself where to go, either consciously or subconsciously. Like it or not, you are a leader! Leadership starts from within.

Now whilst there are those (not many...it’s estimated only 3%) who have a clear, well-documented and time-lined plan of where they wish to go (i.e. they are self-directed), given that



at least 90% of our thinking works within the subconscious realm, there’s a strong possibility that you may be one of those 97% meandering along pathways without any real direction or purpose. What’s more, you may be living proof of Einstein’s definition of insanity in that you are doing the same things over but expecting different results. Chances are that there may be some inhibitors and barriers lurking in the shadows sabotaging your success. Perhaps you haven’t even given the meaning of success a thought.

You are unique and perfectly equipped with an infinite number of resources to help you on your journey. However it may pay for you at some stage to employ the services of a Professional Personal Development Coach to help you navigate roads along the way that may be full of potholes and cracks or dangerous bends and steep slopes, not to mention blind alleys! Such a coach will facilitate you on a journey of self-awareness in which you begin to live the well known dictum of the ancient Greek philosophers, “Know thyself”.

Once you begin to understand yourself and those around you better, you’ll come to agree with the famous NLP* presupposition that the element in a system with the most flexibility is the greatest catalyst for change, i.e. that person has the best chance of achieving what they want.

Seek therefore to exercise and flex the coach within. It’s ready and waiting. There’s no such thing as failure – only feedback!

* Neuro Linguistic Programming (NLP), a form of applied psychology is a widely applied modality used by coaches to effect personal change.

About the Author

Caroline is an Interpersonal Development Consultant specialising in team and individual performance. Trained in Clinical Psychology, Professional Counselling, Emotional Freedom Techniques (EFT) and Neuro Linguistic Programming (NLP), she is also a Master Extended DISC trainer.