

## The quarterly newsletter of the Australian Institute of Office Professionals - SA Division



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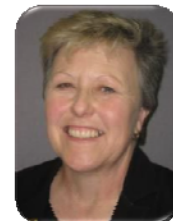
### Inside this issue:

page

PRESIDENT'S MESSAGE	1
MEMBERSHIP NEWS	2-3
AIOP/AIM 2011 OFFICE PROFESSIONAL'S DAY BREAKFAST 2011	4-7
ARTICLE - VALUE OF THE EXECUTIVE ASSISTANT	8
EVENT CALENDAR	9
AIOP SPONSORS	11

### President's Message

Catherine Middleton  
President, SA Division - AIOP



If you missed this year's Office Professional's Breakfast at the Adelaide Town Hall, you will have missed quite an experience. The ambience of a landmark South Australian building, steeped in history and depicting the rich cultural heritage of South Australia, was a brilliant forum for celebrating another year of a job well done.

We were entertained by Steve Foster, a well known International singer/songwriter, who has performed around Australia with Brian Cadd and the Bootleg Family, as well as the Melbourne Symphony Orchestra. He has also written songs for Little River Band and John Farnham.

The theme for the Breakfast was *Challenges*, and this was highlighted by our guest speaker Mayor Ann Ferguson from the Mt Barker Council. She talked about the trials and tribulations in her dealings to the proposed development at Mt Barker. She was an inspirational speaker and was well received.

We were once again supported by some very generous sponsors, some of whom contributed to the 'goodie' bags whilst others provided door prizes. 19 very happy people walked away on the morning of 6 May 2011 with brilliant prizes or opportunities for professional development. The Australian Institute of Management partnered with us again this year providing two very generous courses as door prizes. Congratulations to all the winners.

*Below is the speech I gave at the Breakfast. I feel that it is worth reproducing here as I would like to reinforce the message that Challenges are also opportunities.*

**Challenges.** They come at us from every direction don't they, and sometimes can give us a nasty jolt. They are around every corner and can be a little daunting at times. BUT they also have the potential to offer opportunities. Opportunities to experience something that perhaps we had not planned for, something that could be exciting, rewarding and benefit who we are or what we do.

Ask yourself "What could I achieve if I embrace this challenge? Where will it take me? What is the risk?"

At the time, the prospect of taking on something new can be unsettling, BUT as a challenge unfolds, we may see that the effort expended has offered us something much more valuable - *experience*.

What would life be like without challenges? Boring perhaps, continually running on an even keel to the point that we become complacent, or worse still, miss out on what may have been the chance of a lifetime.

We all seem to wear a multiplicity of 'hats', these days, on the home front, and of course in the workplace. The order of specificity of these hats will constantly change as our priorities change perhaps even on a daily basis.

However, if we could take a step off the treadmill for just a short time, we could check to see if we are making headway in our life.

*(Continued on page 3)*

# Membership News

## New Members

The Committee of Management recently welcomed Michelle McDonald as a new AIOF Member to the SA Division. Michelle, we hope you find your membership with AIOF rewarding.

Joanna Nicoloulis, FAIOF  
SA Division Membership Officer  
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[www.aiop.com.au](http://www.aiop.com.au)

### CORPORATE Membership with AIOF

AIOF is primarily involved with promoting the profile of Office Professionals in the workplace and providing professional development opportunities for its members. Get together with your work colleagues and take up the option of a Corporate Membership with AIOF. Corporate membership entitlements provide the following:

- Covers four staff delegates within the one membership.
- Voting rights for two staff nominees at the AIOF Annual General Meeting.
- Two staff members to be part of the SA Division Committee of Management.
- Attendance at AIOF functions/meetings for all listed delegates at AIOF members' prices.



### Changed your contact details recently?

Please let us know so that our database can be updated and we can continue to stay in touch. If you prefer to receive AIOF email notifications at home rather than at work, just let us know and we can make the change.



### AIOF Yearly Membership Subscription

Membership subscription with AIOF is due for renewal each year in July.

Invoices are issued at the beginning of each financial year, covering your membership for the next twelve months and are payable within 30 days.

Your AIOF personal membership subscription may be claimed as a tax deduction. Just ask your financial advisor / accountant / tax consultant for further information on eligibility.

### Follow us on **facebook**

The SA Division of AIOF has its own facebook page. Join our group and you will receive notifications of upcoming AIOF events, updates on membership and photos from our functions.

Our face book site is an extension of our communication tools that we use, to keep in contact with our members.

During the month of May, a 'most unscientific' Facebook poll asked the question:

facebook

Facebook helps you connect and share with the people in your life.

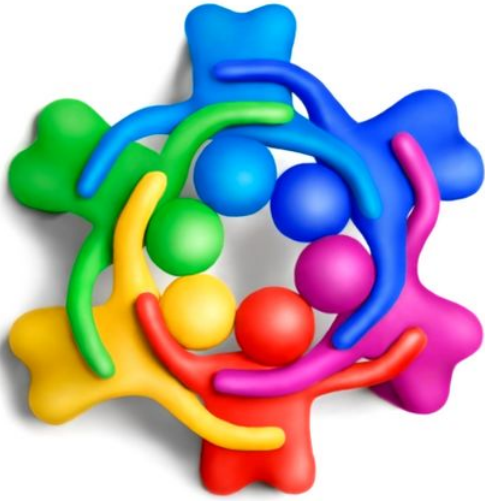


"At work, what's more important?"

19% voted... Pay and prestige

19% voted... Hours and conditions

61% voted... The people and morale



## What can AIOp offer me?

Read on... here are some of the advantages of joining the Institute:

- ☑ Recognition of the professional status of your position - your achievements, qualifications and experience
- ☑ Career development opportunities through National and International conventions, seminars, workshops, meetings and conferences. Once you become a member, you can even elect to join the committee of Management or one of their working sub groups
- ☑ Social functions, including the annual AIOp National Office Professionals' Day Breakfast
- ☑ Personal and professional networking at Division functions - the opportunity to support and receive support from like-minded colleagues
- ☑ A national magazine "Leading the Way" covering issues that are relevant to the profession
- ☑ A quarterly division newsletter "ASPIRE", the SA Division Networking Magazine

(Continued from page 1)

We need to check to see if the career we have now, is heading us in the right direction, taking us to where we want to be in say 1 to 5 years' time. It is called a reality check. Ask yourself, "What do I need to do now, to make a difference in MY future?"

There will be many answers and many avenues in how we pursue our goals. The Institute strongly believes in assisting members to reach their full potential and self promote to achieve their goals in life.

If I was to ask you WHO IS THE MOST IMPORTANT PERSON IN THIS ROOM, what would your answer be?, YES, YOU ARE.

We need to look after ourselves, and not always place our needs on the bottom of the list. REMEMBER we are also important.

The AIOp CoM also experience many challenges, due to the multiplicity of hats that each of us wear.

This Committee is a magnificent team who exude professionalism and passion for the Institute, along with an incredible ability to make silk purses out of sow's ears.

- Jenny Loftes, Vice President and Marketing Officer extraordinaire.
- Rose Miller, Finance Officer who SOME SAY has the cheque book CHAINED to her wrist.
- Joanna Nicoloulis, Membership Officer who is brilliant in managing Membership portfolio.
- Marion Yelland, Website Coordinator & Editor of the Newsletter. You will have seen the upgrade of both the SA website page and the Newsletter, both attributed to Marion working her magic.
- Rachel Kimber & Christine Hughes are both Committee Members, who bring a wealth of expertise and new ideas to the table.

It is certainly my privilege to work with this team, as each one make a significant contribution in managing the SA Division Branch of the Institute.

If you would like to join us on the Committee of Management, and become an integral member of the AIOp story, I would be delighted to hear from you.

Catherine Middleton  
President, AIOp SA Division



# AIOP / AIM Office Professional's Day Breakfast

## Friday 6 May 2011 at the Adelaide Town Hall

*AIOP Committee of Management would like to thank our valued members and their guests for attending the 2011 Office Professional's Day Breakfast. This year's event welcomed guest speaker, the Hon. Anne Ferguson, Mayor of Mt Barker, with Paul Makin returning as Master of Ceremonies, Marion Makin revealing her new brand of corporate attire soon to be available to the general public, and Steve Foster providing inspirational songs on the theme for the event "Challenges".*

*The Adelaide Town Hall is an excellent venue for any event, and was an awesome sight first thing in the morning, providing a fabulous breakfast to all attendees.*

*A big thank you goes to our generous sponsors who provided wonderful door prizes.*



AIOP / AIM Office Professional's Day Breakfast  
Friday 6 May 2011 at the Adelaide Town Hall



## AIOP / AIM Office Professional's Day Breakfast Friday 6 May 2011 at the Adelaide Town Hall



*Testimonials have been received from attendees at the Breakfast. This is one note received:  
"Congratulations to you and your team (AIOP) for organising the breakfast. It was a lovely morning in a beautiful venue. Paul Makin was a welcoming and entertaining MC, and Ann Ferguson was very interesting and inspiring."*



**AIOP / AIM Office Professional's Day Breakfast  
Friday 6 May 2011 at the Adelaide Town Hall**

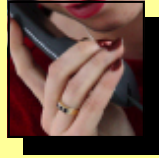


Another email received from an attendee following the function:

*"I attended the AIOP Office Professionals breakfast this morning, this was only my second time attending. My colleagues and I were very impressed and the event was wonderful"*

## Value of the Executive Assistant

Melba Duncan, CEO of the Duncan Group, recently wrote in *The Harvard Business Review* about the changes that have taken place in the modern world to the role of Secretary and gave an insight into the importance that the Executive Assistant role plays in his or her executive's working life.



"The secretary of the 1960's has gone the way of the carbon copy and been replaced by the Executive Assistant, now typically reserved for senior management. Technologies like email, voicemail, mobile devices and online calendars have allowed managers at all levels to operate with a greater degree of self-sufficiency. At the same time, companies have faced enormous pressure to cut costs, reduce headcount and flatten organisational structures. As a result, the number of assistants at lower corporate levels have dwindled in most corporations. That's unfortunate, because effective assistants can make enormous contributions to productivity at all levels of the organisation."

"At very senior levels, the return on investment from a skilled assistant can be substantial. Consider a senior executive whose total compensation package is \$1m annually, who works with an assistant who earns \$80,000. For the organisation to break-even, the assistant must make the executive 8% more productive than he or she would be working solo - for instance, the assistant needs to save the executive roughly 5 hours in a 60-hour work week. In reality, good assistants save their bosses much more than that. They ensure that meetings begin on time with prep material delivered in advance. They optimise travel schedules and enable remote decision making, keeping projects on track. And they filter the distractions that can turn a manager into a reactive type who spends all day answering email instead of a leader who proactively sets the organisation's agenda." The best and most valuable assistants are those that are "crucial to being productive".

"That's true not only for top executives. In their zeal to cut administrative expenses, many companies have gone too far, leaving countless highly paid middle and upper managers to arrange their own travel, file expense reports and schedule meetings. Some companies may be drawn to the notion of egalitarianism they believe this assistant-less structure represents - when workers see the boss loading paper in the copy machine, the theory goes, that a "we're all in this together" spirit is created. But as a management practice, the structure rarely makes economic sense. Generally speaking, work should be delegated to the lowest-cost employee who can do it well. As a long time recruiter for executive assistants, I've worked with many organisations suffering from the same problem: There's too much administrative work and too few assistants to whom it can be assigned", says Melba Duncan.

"Granting middle managers access to an assistant - or shared resources - can give a quick boost to productivity even with lean, well-run companies. Firms should also think about the broader developmental benefits of providing assistants for up-and-coming managers. The real payoff may come when the manager arrives in a job a few levels up better prepared and habitually more productive. An experienced assistant can be particularly helpful if the manager is a new hire. The assistant becomes a crucial on-boarding resource, helping the manager to read and

understand the organisational culture, guiding him or her through its different (and difficult) personalities, and serving as a sounding board during the crucial acclimation. In this way, knowledgeable assistants are more than a productivity asset: They're reverse mentors, using their experience to teach new executives how people are expected to behave at that level in the organisation."

## Getting the Most from Assistants

Two critical factors determine how well a manager utilises an assistant. The first is the executive's willingness to delegate pieces of his or her workload to the assistant. The second is the assistant's willingness to stretch beyond his or her comfort zone to assume new responsibilities.

## Delegating Wisely

The most effective executives think deeply about the pieces of their workload that can be taken on - or restructured to be partially taken on - by the assistant. Triaging and drafting replies to emails is a central task for virtually all assistants. Some executives have assistants listen in on phone calls in order to organise and follow up on action items. Today many assistants are taking on more supervisory roles: They're managing information flow, dealing with basic financial management, attending meetings, and doing more planning and organising. Executives can help empower their assistants by making it clear to the organisation that the assistant has real authority. The message the executive should convey is "I trust this person to represent me and make decisions".

Source: *The Harvard Business Review Online*  
**The Case for Executive Assistants**

Reprint #: R1105E by **Melba J. Duncan**

<http://hbr.org/2011/05/the-case-for-executive-assistants/ar/1>

## Extract from: How to Build Confidence - by Amy Gallo

Take Risks - playing to your strengths is a smart tactic but not if it means you hesitate to take on new challenges. Many people don't know what they are capable of until they are truly tested - try things you don't think you can do. Failure can be very useful for building confidence. Of course this is often easier said than done. It feels bad to not be good at something. There's a leap of faith with getting better at anything. But don't assume you should feel good all the time. In fact, stressing yourself is the only way to grow. Enlisting help from others can make this easier. Ask your supervisor to let you experiment with new initiatives or skills when the stakes are relatively low and then to support you as you tackle those challenges.

## Confidence building principles to consider:

- Do:** Be honest with yourself about what you know and what you still need to learn  
Practice doing the things you are unsure about  
Embrace new opportunities to prove you can do difficult things
- Don't:** Focus excessively on whether you have or haven't got the ability - think instead about the value you provide  
Hesitate to ask for external validation if you need it  
Worry about what others think - focus on yourself, not a theoretical and judgemental audience

Source: *The Harvard Business Review Online*  
**How to Build Confidence**

by Amy Gallo - 29 April 2011

<http://blogs.hbr.org/hmu/2011/04/how-to-build-confidence.html>



# Future AIOF Events in 2011

Dates to pencil in your diaries

## July 2011

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

No AIOF Events this month

11-22 Jul: School Holidays

12 Jul: AIOF Committee Meeting

## August 2011

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

3 Aug-17 Nov: Corporate Cup

5 Aug: Business Networking Breakfast, Adelaide Convention Bureau

9 Aug: AIOF Committee Meeting

24 Aug: Corporate Gifts, hosted by Majestic Opals, Robe Terrace, Medindie

## September 2011

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

2-10 Sep: Royal Adelaide Show

12 Sep: Moon Lantern Festival (Elder Park)

23 Sep: AIOF Annual General Meeting & Dinner at Bio-Innovation Centre

## October 2011

MON	TUE	WED	THU	FRI	SAT	SUN
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

3-14 Oct: School Holidays

4 Oct: Labour Day Public Holiday

8-9 Oct: The Port Festival

11 Oct: AIOF Committee Meeting

28 Oct: National AIOF AGM & Dinner @ Hotel Grand Chancellor

29-30 Oct: Glendi Greek Festival

## November 2011

MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

8 Nov: AIOF Committee Meeting

9 Nov: Port Adelaide Enfield Twilight Christmas Parade

25 Nov: End of Year Function @ Bio-Innovation Centre



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