

Administrative Assistant's

UPDATE



PROFESSIONAL DEVELOPMENT FOR CANADA'S OFFICE SUPPORT STAFF

SEPTEMBER 2018

Mental health and job performance

A new report explains the impact of mental health issues on job performance, core coping strategies being used by employees and the actions that organizations can take to better support employees.

The white paper, *Understanding Mental Health, Mental Illness and Their Impacts in the Workplace*, was created jointly by Morneau Shepell and the Mental Health Commission of Canada. It concludes that one in five Canadians experiences a mental health problem or illness each year, equating to 500,000 employees unable to work every week due to mental health problems or illnesses.

Source: Morneau Shepell

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Looking out for others more than yourself will pay dividends

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Confronting, not avoiding, them will bring relief

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Add-ins make day-to-day tasks more productive

Thinking about a job change?

Confront ageism, turn experience to your advantage

By Colleen Clarke

You have been through every conceivable business process change over the last 40 or so years.

You are flexible, adaptable, communicate well, can book travel arrangements as well as any travel agent, edit reports almost as well as a journalism graduate, and take care of aging parents.

You are an experienced worker.

With people reaching management status younger than ever before, work seekers over 50 can find themselves being interviewed by managers in their children's age group. This can be uncomfortable for both parties and it does not always fare well for the experienced candidate.

Recently there has been a turnaround in the hiring attitude towards experienced workers. As an experienced, not *older*, worker – and please, never *seasoned professional*, it is your job to dispel ageism myths and show the benefits of hiring a highly experienced and knowledgeable candidate: YOU!

To succeed in a job interview when you are "a little grey around the edges":

- Walk, stand and sit tall and straight. Be conscious of your posture, it says a lot about your confidence level.
- Be comfortable and confident about who you are and what you have



Credit: Cathleen A Clapper (Shutterstock)

done, not boastful, but certainly confident. Experience is intimidating only to the recent graduate, or possibly your interviewer; let them know what you are going to do for the company. You are going to make them look great!

- Use modulation in your voice, show enthusiasm and keep your voice strong right to the bitter end of each sentence.
- Have your S (Situation), A (Action), R (Result) stories ready to meet each competency / skill outlined in the job description. Really know your

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Networking: It's not all about you

Is networking part of your plan to grow in your job or business enterprise?

Active networking expands your sphere of contacts who can be of value to you: managers and executives now seeing you as an up-and-comer, colleagues sharing insights into workplace politics and skills-development opportunities, outside-of-work acquaintances offering tips about possibilities beyond your present employer.

It's natural to see networking as an effective asset-acquisition strategy that makes you stronger.

"But if you focus too much on what

EDITOR'S NOTE

George Pearson



you will get out of networking, you'll miss the mark," says Mike Kaeding, whose company builds and operates apartment buildings in North Branch, Minnesota, and surrounding communities.

When he started in business, he says in a recent LinkedIn post, he treated networking as a series of business transactions. Then a friend offered him "some well-timed advice that I will never forget: The goal of networking is to build friendships."

That was a revelation that "changed everything" for Kaeding. "I found real friends," he says. "Those friends have helped me achieve more than I ever dreamt possible."

One of those friends was a competitor who stepped in to help Kaeding when a maintenance emergency

occurred. In desperation, Kaeding phoned that friend, who helped him out "in a big way."

Later, Kaeding returned the favour by connecting his friend to some high-level connections at a Chamber of Commerce event at which Kaeding was a featured speaker.

"Start by just getting out there," Kaeding says. "Go to events. Stick your hand out to a stranger and say 'Hi, my name is...' Walk up to a group of people and introduce yourself. It is terrifying. But just act on it. The longer you wait to act, the worse it gets in your mind."

The most important thing to remember, he says, is to "be authentic and help others ... Get to know them and look for ways you can help ... Help others reach their dreams and they will likely help you reach yours."

No small part of Kaeding's success has come from responses to his LinkedIn blogging. They "have been an inspiration to me."

Administrative Assistant's

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5 reasons people don't get enough sleep

Going to bed on time and falling asleep "are an art and a science," says time management coach Elizabeth Grace Saunders in a recent Fast Company post.

Here are the five top reasons people don't get enough sleep, she says, and what they can do about it.

Problem: You don't know when to go to bed.

Solution: Set a bedtime goal.

Problem: You try to go to bed as soon as you get home.

Solution: Give yourself time to decompress.

Problem: Stealing time from sleep to decompress.

Solution: Set aside 30-60 minutes of unstructured time.

Problem: Doing things before bed that make you too hyped up.

Solution: Shut down those things at least one hour before bed.

Increase calm.

Building thought leadership**How you can dominate your niche****By Leslie Hughes**

By now, you and your executive are probably using social media as a part of your day-to-day operations, whether you're checking up on your friends and family using Facebook or Instagram, or you're connecting with business colleagues on LinkedIn.

Perhaps you and your executive are still too shy to use social media to enhance your professional brand.

Keep in mind you don't have to use every social media channel to be effective.

I focus on using LinkedIn because it's the most powerful of all the social networks. Why? Because it's the world's largest professional network.

It's not the site where people are wasting time, it's the site where people are *investing* time.

If you and your executive aren't using this network to enhance your brand, you're actually doing a disservice to your network – many people need to know you can help them!

LinkedIn can be overwhelming and a little scary. Most people are afraid they will make a mistake, so they just avoid updating their profile or sharing content with their network.

Your executive may also think that this site is only being used by people who are looking for new jobs, but with over 546 million members in over 200 countries, I bet you'll be surprised to know this site is used for prospecting new business, building thought leadership and more.

Sharing status updates can have a powerful effect:

- Relevant content helps to solve problems and provides significant added value for your network.
- Each person has 10x the reach of any Company Page on LinkedIn, so by



re-sharing posts, your company will become the "go to" experts.

- Every team member who creates top-of-mind brand awareness for your organization is helping attract high quality candidates.
- Publishing content supports lead generation by driving people to your website and other social channels.

If you have a strong marketing team, sharing status updates shouldn't take long at all. The easiest thing you can do is re-share posts that appear in your company's feed.

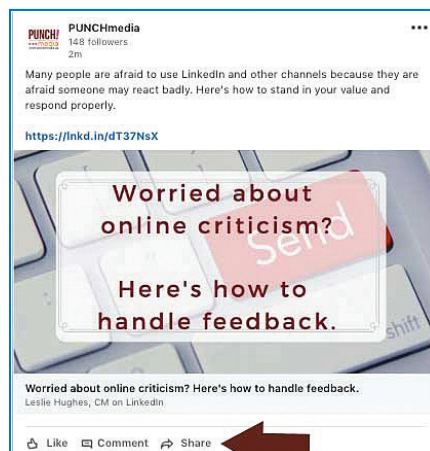
Here's how:

Step #1: Follow your Company Page on LinkedIn.

Step #2: Click the "Share" button at the bottom of the post.

Step #3: Add your own comment in the field to let people know why they should click on the article.

Step #4: Click "Post."



To get even more engagement from your post, you can also ask a question. For example:

"Another awesome tip from our

team at (Company Name). I love point #4; what do you think?"

Status updates aren't just limited to content from your marketing team. You can post:

- Photos and "selfies" of events and conferences you attend, so that you can showcase you're "in the know."
- Sharing industry insights and articles from trusted sources.
- Promote upcoming events and/or charity involvement.
- Mention a work milestone, congratulate people on certain "wins."

Please be sure to follow your organization's social media policy regarding what you can and cannot post.

Strive to update your LinkedIn status one to two times per week and remember that quality content is much more important than quantity. People are much more likely to stop and read your posts if they are providing value instead of noise.



Leslie Hughes

Leslie Hughes is a LinkedIn optimization specialist, professor of social media, corporate trainer, principal of PUNCH!media and author of Create. Connect. Convert. Called a "social media guru" by CBC Radio, Leslie has been working in digital marketing since 1997. PUNCH!media's goal is to empower through education and help executives gain confidence in their online presence.

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Confront ageism

Continued from page 1

result examples and extol them.

- Don't talk about the good old days. Recite up-to-date examples and terminology relevant to your industry. Quote experts in your industry, refer to articles or books you have read that extol the teachings and philosophies of your potential company or industry.

At the same time, don't use "hip" words popular with the 20 or 30-year-old generation nor the word *like* every fifth word or text someone while sitting in the interview.

- Don't call women *girls* or *gals*, by saying, "The gals in the last office I worked in ..."
- Do mention the sports or interests you engage in that require energy or intelligence.
- Refer to global experience, cultural diversity experience or other languages you speak.
- Talk about courses you are taking or have taken to keep current with software, presentation skills, negotiation, conflict management, global affairs and even wine tasting.
- Make careful decisions about your hair. Grey hair can be very attractive with the right cut but it is seldom a youthful look. And, you don't have to be youthful but smart looking and up to date. Grey roots are taboo. Be careful with purple highlights.
- If you need glasses, wear them, but don't allow them to be a nervous habit by taking them off and on during the interview.
- Don't say "when I was your age" or "when you get to be my age..."
- When asked to state a weakness make sure it has nothing to do with being forgetful or unable to master a new software program or other some such skill that is required in the posi-

tion that can relate to ageism.

- Be yourself. Know who you are, what your values are and what you can contribute – stated in a matter-of-fact manner.

When asked about your ability to work for a younger boss, be sure to answer in a positive and honest manner.

Say something like, "In teams, each individual brings different talents and strengths to the table. Everyone has something to learn and something to teach. We need to respect each other as individuals and honor what each person contributes. Age, nor gender, is an issue for me as long as I am respected for who I am."



Colleen Clarke

Colleen Clarke is a career specialist and workplace coach, corporate trainer and author in career management and transition, communication and networking. She is a regular columnist for The Globe and Mail's Nine to Five workplace column and a sought-after subject-matter expert for print and electronic media. Reach her at (416) 686-3079 or visit colleenclarke.com.

Productivity gets better as we age

By Staff

Myths and misunderstandings about the capacity of older workers to contribute to the success of organizations.

For example . . .

"Myth: Older workers are more likely to be burned out and less productive than their younger colleagues.

"Reality: According to a 2009 report from the Sloan Center on Aging & Work, hiring managers gave older employees high marks for loyalty, reliability and productivity."

This example was cited in an article by Nathaniel Reade for AARP The Magazine in 2012 (and updated in 2015).

Peter Cappelli, a management professor and coauthor of the book *Managing the Older Worker*, cited by Reade, says that in actual job performance "older employees soundly thrash their younger colleagues. Every aspect of job performance gets better as we age. ... The juxtaposition between the superior performance of older workers and the discrimination against them in the workplace just really makes no sense."

Two more myths . . .

"Myth: Older workers are unequipped to multitask and juggle the technological distractions of the modern office.

"Reality: The cognitive skills that enable us to switch between tasks can be delayed with exercise and training. So a 75-year-old who is smart and active could easily outperform a 40-year-old couch slouch."

"Myth: Older workers aren't as creative as younger workers.

"Reality: Older workers have been shown to perform well when it comes to organization, writing and problem solving, among other skills — even in cutting-edge fields like computer science.

"And an experienced worker can easily steer around this 'sea of distractions' by closing the office door and turning off email. (Always-on younger colleagues could be less likely to embrace the idea of unplugging.)"

Decisions, decisions, decisions**Some choices are harder than others****By Rhonda Scharf**

Choices are your friend.

There may come a time in your life and with the people in your life when you realize something has to change.

Maybe it's your job, perhaps it's your sister-in-law, maybe it's the upstairs neighbour in your condo. But if you keep going along the path you are going along you just know it will cause you too much pain, grief and stress.

We have choices to make in life. Times when you have to decide to accept a situation, *change* it, or *leave* it.

Accept the situation the way it is. Emotionally detach yourself from it (thereby removing all of the stress the situation causes). This is the "let it go" approach to dealing with your situation. Just let it go. Accept that it is what it is, and decide you aren't going to worry about it anymore.

Letting go and detaching

I have accepted that it snows in January in Ottawa, and I don't give it another moment of thought. I have accepted that politicians don't always do what they say they are going to do. I have accepted that my mother-in-law is chronically negative and I am not able to make her positive.

Once you let it go, you have detached yourself from trying to make the situation better for you. It's not personal, it's not you, it just is. Let it go.

Try to *change the situation*, so it works better for you. You've probably already tried to do this. Tried to make the situation tolerable or to deal with it in some way. You attended a seminar on dealing with difficult people, you read books, you searched the Internet for advice. You formed an

action plan, a strategy and had an end result in mind.

Walk away from the situation entirely. In the case of a person, this means leaving the relationship. Quit your job, change departments, no longer work with this person ever again. Move. It means leaving the relationship and the family that goes with it. You can say hello when you see the person in the future, but the relationship will be similar to what you would have with a stranger. You leave the relationship emotionally.

A choice that's right for you

When you give up, you choose to either accept the situation or leave the situation.

Accepting and leaving are not the same as quitting. By choosing to accept or leave, you are making a choice that is right for you. That isn't quitting. Quitting implies a lack of choice. When you choose to accept or leave, you are making a choice. You have chosen what is right for you.

I ended a friendship I had with someone who became too high-maintenance for me. She moved into the category of a difficult person because it seemed that I could never be the friend she wanted me to be. It didn't matter what I did, it wasn't enough, or it wasn't right.

Middle ground doesn't work

I tried for a very long time to find the middle ground in our friendship. I was never successful. I thought about accepting her the way she was, giving her what she needed and not worrying about what I needed. I was unable to do that stress-free (because I couldn't emotionally detach myself). I tried to find a middle ground (change things)



Credit: Gwoei (Shutterstock)

and wasn't being successful. So, I left the friendship. I gave up on it, and I'm okay with that.

What I didn't do was continue the friendship, complain about her high-maintenance personality and continue to be stressed during our time together. It wasn't worth it to me.

I decided to walk away. That was the right choice for me.

Go ahead and give up on your relationship if that is the right decision for you. Look for another job if that is what you need to do. Move if there is no fix for your living situation. It's a smart person who knows when to stop pushing forward and try another path.

You have choices. Don't be afraid to make them.

**Rhonda Scharf**

Rhonda Scharf (HoF) is a certified speaking professional and president of ON THE RIGHT TRACK Training & Consulting.
www.on-the-right-track.com

Productivity-related add-ins for Word

By **Arnold Villeneuve**

I got so excited about my most recent article regarding sharing the productivity capability of Microsoft Excel add-ins that I've created two new articles about add-ins for Microsoft Word and Excel.

The Azure Machine Learning sentiment analysis for Twitter feeds was very cool. I hope some of you have

already downloaded your organization's Twitter feed and analyzed it. I also hope you sampled some of the many other Excel add-ins that are available, especially the free ones!

This article will explore some productivity features of add-ins for Word and the following one will cover add-ins for PowerPoint so stay tuned.

What is a Microsoft Office add-in?

Add-ins provide optional commands and features for Microsoft Excel. By default, add-ins are not immediately available in Excel, so you must first install and (in some cases) activate these add-ins so you can use them.

Some add-ins are built in to Excel, such as Solver and the Analysis ToolPak. Other add-ins are available from the Download Center and must first be downloaded and installed.

Finally, there are add-ins that are created by third parties, such as a programmer in your organization or a software solution provider. These can be Component Object Model (COM) add-ins, Visual Basic for Applications (VBA) add-ins, and DLL add-ins. These add-ins must also be installed to use them.

But don't worry about the "installation" part as the modern Microsoft Office makes it really easy as you will see.

How to add an add-in to Word

All Microsoft Office applications support the installation of Office Store add-ins the same way. Click on the Insert Tab, select Store, and then click on the Store tab within the pop-up window.

As you can see there are many Word related add-ins to, well, add to your Word application. Let's take a look at some of them.

Right off the start you can simply search for a Word add-in that provides a function you have been looking for to help you in your work. For example if you want to have your Word document charts update automatically every time the related Excel Workbook data updates just

search for "Excel to Word" and you will find the add-in. (Note: you will need Office 2016 for this add-in). You can also browse by Category. Give it a try and click on Productivity.

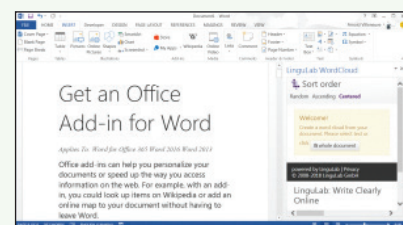
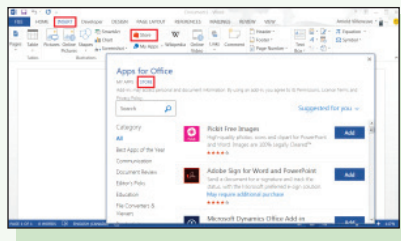
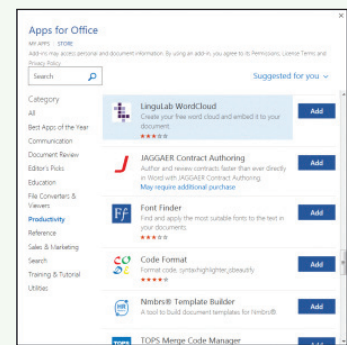
Make a Word Cloud of your document

There are lots of productivity-related add-ins specially geared toward Microsoft Word. The important aspect to note is that some add-ins are standalone and free, some are standalone and cost money, and some are related to your having a subscription account with an online service like Salesforce or MailChimp, for example, in order to be able to make use of it.

Let's find a good one and install it. Scroll down to Lingulab Wordcount and click on the Add button. Lingulab Wordcount will analyze your document and create a word cloud from it that you can insert into your document to show which word concepts are used more than others.

The Lingulab Wordcount add-in will install and open a panel on the righthand side of Word. Now open a document you are familiar with. If the Lingulab add-in disappears then just click on the Insert Tab in the ribbon and select My Apps.

Now comes the good stuff. In the Lingulab dialog box click on Whole Document button to create a word cloud.



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Clackety clack: '80s keyboard is back

By Staff

The old standby keyboard of the '80s and early '90s, exemplified by the IBM Model M, is making a comeback.

Fed up with the space-saving flat keyboards that have come with computers since the early '90s, an increasing number of computer users, especially gamers but also writers and others, are returning to the keyboard that gives them a more satisfying tactile response as well as the familiar "clack" as the switches under the keys engage.

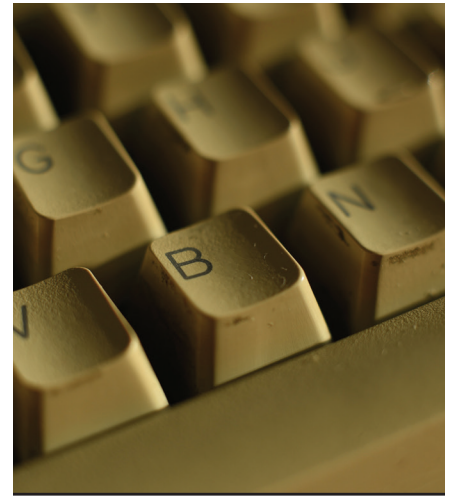
Keyboards supplied with today's computers utilize silicone "domes" that are inexpensive to manufacture but require a relatively large amount of force, "which can result in a heavy, mushy feel to the fingers and a lack of either tactile or auditory feedback

when you type," say keyboard experts John Burek and Gabe Carey in a recent article in PC Magazine.

Pressing a key on a mechanical keyboard activates an actual switch, a switch that can be provided in a range of sensitivities: the amount of pressure required to activate it.

Mechanical keyboards cost more, say Burek and Carey, "but they are far more rugged than a run-of-the-mill model. And keyboard makers now make them in lots of flavors to serve most major subclasses of buyers: productivity-minded users (with plain models), gamers (with keyboards replete with LED bling), ergonomically minded folks, and more."

A company called Unicomp continues the lineage of the IBM Model M keyboard, the patent for which has



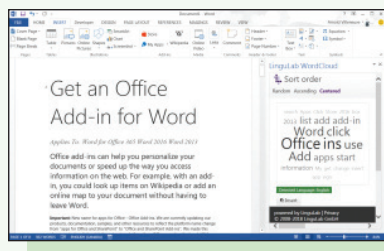
Credit: Ismetcvk (Shutterstock)

now elapsed. "Own the original tactile keyboard. Anything else is just an imitation" says its website: *pckeyboard.com*. Unicomp sells through Amazon. Many other companies also manufacture or sell mechanical keyboards.

Add-ins for Word – Continued from page 6

Lingulab Wordcount will analyze the document and create a word cloud based on its content. You can then click on the Insert button to insert the word cloud into your document!

Very cool. If anything it will help you assess what concepts you are expressing or that are expressed in the document you are reviewing. The tool can make you a more productive author because it will analyze your documents and help ensure you



are getting the major concepts across that you want to communicate.

Go forward and be productive

That is just one of many productivity add-ins for Microsoft Word that can help you accomplish your day-to-day objectives. There are so many to choose from. And if your organization is using online services like Salesforce or Microsoft Dynamics check to see if there is an add-in that you can leverage with them.

Now that you know how to install an add-in to Microsoft Word try searching for other add-ins that will help you be more productive both at work and at home!



Arnold Villeneuve has over 25 years in the computer technology and services industry working with standalone and networked microcomputers, minicomputers, and mainframe systems. He has been an author and instructor with

Learning Tree International since 1993, where he has developed seven courses for instructor-led, computer-based training, and e-learning initiatives.

Learning Tree offers practical, real-world training in today's most in-demand skills, including Microsoft Office, SharePoint, project management, leadership and professional development.

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- *Assertiveness Skills for Women in Business* (\$2,295) – Ottawa, Sept. 19-21
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- *Overcome the Overwhelm* (\$139) – Sept. 13 (webinar)
- *Time & Workload Management* (\$139) – Sept. 19 (webinar)

Professional meetings and activities

Association of Administrative Professionals



Calgary branch meeting

Monday, September 17 – “MS Suite Hacks to Make You a Whiz” – Katherine Vaillancourt (venue to be determined)
5:30 p.m. networking, 6:00 dinner, 7:00 speaker
aap.calgary.program@gmail.com

Toronto Charter branch meeting

Wednesday, September 19 – Meetings and Incentive Travel – Liz Akey CMP, EMA Marketing Ltd.
Canadiana Restaurant, Six Points Plaza, 5230 Dundas St. W.
6:00 p.m. networking; 6:30 dinner; 7:30 speaker
aap.toronto.vicepresident@gmail.com

Barrie-Simcoe County branch meeting

Wednesday, September 26 – “Professional Resilience” – Ruthanne Krant
Georgian College (room to be determined)
6:30 – 8:30 p.m.
aapbarrieevents@gmail.com

Moncton branch meeting

Wednesday, September 19 – “Work-Life Balance” – Paulette Robichaud, Medavie Blue Cross
5:30 networking; 6:00 dinner; 7:00 speaker
Medavie Blue Cross, 12 Millennium, 3rd Floor, Moncton, NB
aap.moncton.programs@gmail.com

Hamilton branch meeting

Thursday, September 20 – “Adobe Acrobat Professional” – Bruce McVicar
Homewood Suites Hamilton, 40 Bay St. S.
6:00 dinner; 6:30 speaker; 7:00 speaker
aap.hamilton.program@gmail.com

In the October AAU: The rebranding of AAP

Look for comprehensive coverage of the rebranding of the Association of Administrative Professionals (formerly Association of Administrative Assistants) in the October edition of AAU. The AAP is a Canadian chartered non-profit professional association founded in 1951.