



## POC Talk September 2020

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## NATIONAL CONFERENCE COMMITTEE (NCC) NEWS

**POC VIRTUAL SUMMIT – NOVEMBER 7, 2020 - 8:30-4:30 MT  
THE POWER OF PROFESSIONAL ORGANIZING - #ANEWWORLD**



Have you registered for the POC Summit yet? For only \$75 Cdn you can't miss this networking and learning opportunity! The program covers a range of topics that will appeal to new and veteran organizers alike. Topics include maintaining productivity in a virtual world, positive and coaching psychology, growing your presence online, safety in a post-COVID marketplace, and managing difficult clients. There will also be entertainment--yoga at the lunch break and games are on the agenda!

Visit the [POC 2020 Virtual Summit page](#) on the POC website to view the brochure and to register. We hope you join us for POC's first ever virtual summit!

Join us on [Facebook](#) or follow us on Twitter [@POCCanada](#) for speaker spotlights, sneak peeks and more information!

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## COMMITTEE NEWS

### News from the Nominating Committee

Congratulations to **Crystal de Nobrega** from Teach Me to Tidy for taking on the role of Exhibitor/Sponsor Lead for the National Conference Committee!

Events like the POC 2020 Virtual Summit would not happen without the dedication and commitment of our NCC volunteer members and we appreciate your willingness Crystal to volunteer your time for the benefit of our members.

The volunteer positions still open are:

- Nominating Committee - Committee Member
- Awards Committee - Committee Member

If you are interested in volunteering or would like more detail on the roles, [please contact Noreen Music](#).

**Be a part of the changes to make your POC association even better!**

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## ETHICS CORNER



**September**

### DID YOU KNOW?

In the May Ethics Corner, we mentioned that the Ethics Committee was going to read and review **Dale Carnegie's** classic book "**How to Win Friends and Influence People**". Carnegie wrote the book because he believed people, including himself, needed to learn how to deal with other people. He wrote "dealing with people is probably the biggest problem you face, especially if you are in business. Yes, and that is true if you are a housewife, architect or engineer." We believe his statement stands true even today!

The book is divided into 4 parts and each part lists several principles to follow. This month we will highlight Part I and II. Next month, we will discuss Part III and Part IV.

### **Part I - Fundamental techniques in handling people**

Principle 1 – Don't criticize, condemn or complain

Principle 2 – Give honest and sincere appreciation

Principle 3 – Arouse interest in the other person an eager want

### **Part II - 6 Ways to make people like you**

Principle 1 – Become genuinely interested in other people

Principle 2 – Smile

Principle 3 – Remember that a person's name is to that person the sweetest and most important sound in any language

Principle 4 – Be a good listener. Encourage others to talk about themselves

Principle 5 – Talk in terms of the other person's interests.

Principle 6 – Make the other person feel important – and do it sincerely.

This book is like a course on *Customer Service 101*. Most of the principles are basic techniques in human relations, and if people would follow them, the world would be a friendlier place with few, if any, ethical dilemmas. Criticizing or condemning people has always been frowned upon, and showing appreciation has always been important when dealing with others. In business and social situations there are always some who are better listeners, and others who simply like to talk. It is important that everyone learns when it is the right time to talk and when to listen, attentively and genuinely, to others. Of course smiling always helps! Unfortunately, since the book was first published in 1937, with revisions in the 1960's and 1980's, many of the examples used to support its principles are very simple and not easily relatable to today's world. It would be interesting to see the book revised with current examples and stories.

### **FOOD FOR THOUGHT**

We discussed how many of today's issues often result from a lack of impulse control, and the constant desire for immediate gratification. People today are in a rush, take on too many responsibilities, and often don't or can't take the time to genuinely listen to other people's ideas and opinions. Technological advancements have made the way we lead our lives and conduct business very different from the examples used in the book. Technology has certainly helped speed up many businesses, but it has also often removed the more personal methods of connection used by past generations. If you have read the book, we would love you to share your thoughts. You can send them to [ethics@organizersincanada.com](mailto:ethics@organizersincanada.com).

Stay tuned for a synopsis of Parts III and IV next month in the Ethics Corner!

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### **DEVELOPMENT NEWS**

#### **New Regional Associate Member**



Transitions Realty Inc. is a boutique real estate brokerage with a distinct business model designed specifically for people at or nearing retirement. Who says Downsizing means thinking small?

Our purpose is to change lives by changing outcomes. Contact us to see how we can help you or your client create their Lifestyle by Design.

**Contact:** Keisha Telfer, President and Broker of Record

**Email:** [keisha@transitionsre.ca](mailto:keisha@transitionsre.ca)

#### **Associate Member Renewal**



We are excited to announce that **Maxsold** is continuing as one of POC's Associate Members.

**Maxsold** makes a difference in people's lives by delivering an **efficient, reliable and safe solution**.

They **streamline the process to deliver an efficient, safe and reliable sale of goods solution** to their clients who are downsizing or settling an estate.

**Contact:** Jeremy Snider

**Email:** [jeremy@maxsold.com](mailto:jeremy@maxsold.com)

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#### **EDUCATION NEWS**

##### **Trained Professional Organizer (TPO) Exam**

The TPO exam will be held online just before our virtual summit on **Friday November 6, 2020 at 10am MT** (please adjust time accordingly, for your time zone). [Registration is now open.](#)

Any POC member who has taken all 10 basic 100 series classes plus 2 of the 200 series classes is eligible to write the exam. Please go on the website for a [list of courses](#) being offered.

##### **Chapter Chat**

Please join me on **September 30** to find out the latest progress being made in our education portfolio. I look forward to meeting with you and answering any questions you may have.

Tamara Liebmann

[Director of Education](#)

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## CHAPTER NEWS

### Next Chapter Chat:

**September's Chapter Chat** will be with the director of education, Tamara Liebmann. Tamara will be talking about POC's education system and the latest steps and initiatives to shift to the webinar delivery system.

**2020 Chapter Chat Dates:** Please mark your calendars chapter executives.

September 30	Education	Tamara Liebmann, Director of Education
October 21	Social Media/Posts/Policy/Monitoring	Ethics Committee
November 25	Virtual Leadership Forum	Cindy Wezenbeek, Director of Chapters
December	**No Chapter Chat	

\*\* The 2021 Chapter Chat schedule will be sent out by the new Director of Chapters in late December/early January.

Take care and stay healthy!

Cindy Wezenbeek  
[Director of Chapters](#)

## POC IN THE MEDIA



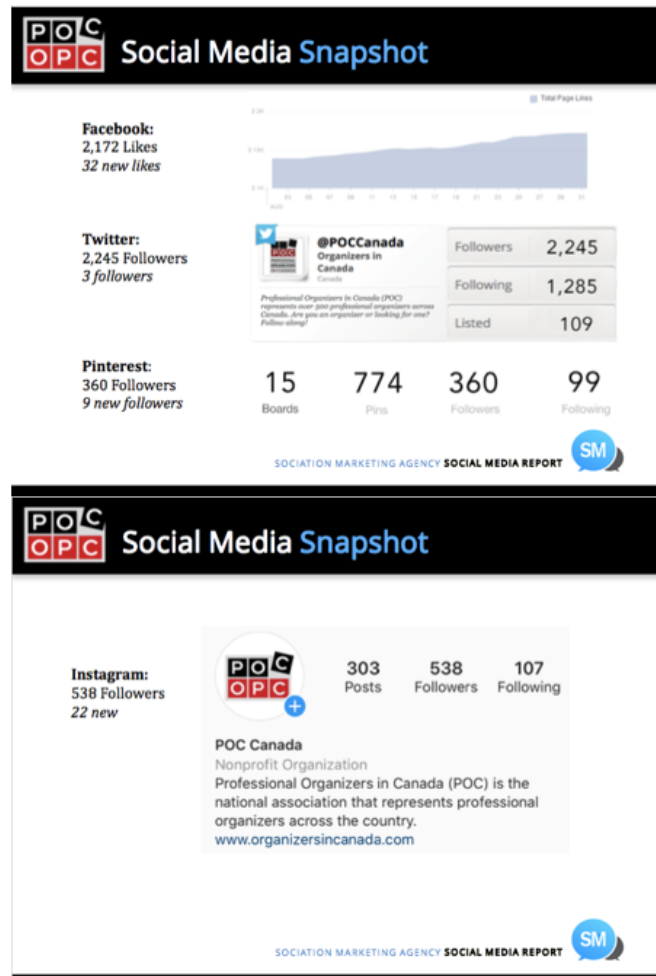
Jeannette Hay was interviewed in a one-hour podcast, **Vino and Chat Time** with Sandra Meehan. She discussed how to unclutter your mind and how to handle stress and being overwhelmed, along with her book "[Getting Out From Under](#)": How to break free from stress and overwhelm to get the life you have always wanted.

## SOCIAL MEDIA

### POC's Social Media Pages

[Facebook](#) [Twitter](#) [Pinterest](#) [Instagram](#)

August was a fantastic month for growth on our POC social media platforms (Facebook, Twitter and Pinterest, and Instagram). We saw yet another jump in followers on our **Instagram** account, leaving us at 538 followers (up 22 from last month) and August saw 5,464 impressions with 310 "likes". Our **Facebook** posts were liked 2,172 times last month, up 32 likes from July. The top performing post featured the use of a stove top cover as additional prep space in small kitchens. **Twitter** saw a decrease of 17 retweets in August but we were 'liked' 27 times. Our most popular tweet featured an article asking how to better organize an "all-in-one" room functioning as a bedroom, living room, kitchen, pantry, gaming, office, gym, closet, attic, and mudroom. **Pinterest** had a great month with total monthly impressions of over 69,000 and 9 new followers! If you aren't following POC on any of our social media platforms, we encourage you to join us and engage with both your association and fellow colleagues. Just click the links below!



Heather Schmidt  
[Director of Communications](#)

Linda Chu  
[Director of Marketing](#)

SHOW SOME LOVE ... Follow us at <https://www.pinterest.com/POCCanada/>

Missed an issue of POC Talk or want to see a previous issue?

Did you know you can find back issues of POC Talk from April 2016 onwards? [Past issues of POC Talk](#) are available on the website in the Members Only area, on the [POC Talk page](#) (login required).



POC is a proud affiliate of NAPO, ICD, NASMM and APDO

POC recognizes and thanks all our Associate Members for their ongoing support and partnership.



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