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Our Team

Board of Directors



President
Donna Rosman CPO-CD®
Progressive Organizing Services
(310) 910-3268

NAPO-LA CALENDAR

MAY

- 16 NAPO SD Organizing Expo 6:00-8:30pm
- 21 POLA Workshop 9:00am-1:00pm
- 23 Board Meeting 2:45pm
- 23 Chapter Meeting 6:15pm

JUNE

- 27 Board Meeting 2:45pm
- 27 POLA Class-New NAPO-LA Member Q&A 3:00-5:00pm
- 27 Chapter Meeting 6:15pm

President's Message



Reflections and Celebrations

by Katherine Macey
Organize to Excel
and NAPO-LA Immediate Past President

This year has been a year of balancing commitments for me - kids, my growing business, and of course, NAPO-LA. There have been times when I wish I could be putting attention on all three commitments at once! The Board responded wonderfully, knowing that I would not hold their hands all the way (I do that for my 4 year old!), but that they had my support in all the amazing endeavors NAPO-LA took on this year.

Here are many things to celebrate:

We remain one of the largest chapters in NAPO, along with the New England, New York and San Francisco Chapters. NAPO-LA has 128 members and 7 associate members.

A new vision and mission were created at our Strategic Retreat, giving us three areas for our board to focus on: our members, businesses that support our industry and the public.

A budget was accepted that reflected actual income and spending. The CD invested has grown to \$20,233.25 and remains invested as part of our fiscally responsible reserves. An operating surplus of about \$6,000 is likely for the financial year, in most part due to the success of sponsorship acquisition for the Los Angeles Organizing Awards.



Vice President
Nadine Levy
Management 180
818-585-4828



Treasurer
Nicole Ballard
Nicole Ballard Design Group
562-235-1908



Secretary
Regina Lark
A Clear Path
818-400-9592



Director of Administration
Dina Newman
Organizing Concepts & Design
310-560-5060



Director of Communications & Technology
Kim Rocke
New Leaf
661-714-8356



Director of Membership
Kathryn Masci

The 6th annual Los Angeles Organizing Awards with presenting sponsor OfficeMax was an outstanding success. A new format this year was welcomed by more than 200 attendees and countless sponsors. This year, from more than 100 nominees, 24 Awards were presented to the very best, voted on by more than 4300 people.

The President's brunch had 60 people rocking out at the Hard Rock Café after the Awards.

NAPO-LA was represented at the San Francisco Regional conference and promoted the Awards with its very own Expo table.

The EDC updated itself and morphed into the Professional Organizers Learning Academy (POLA) and presented 3 very successful workshops on networking, professional organizers tools, and sales and marketing.

Many of our Chapter meetings are now CEU eligible which means that attendance can at the very least count towards certification or recertification. Additionally, we know that we are receiving quality education at our Chapter meetings and that we stay informed of current trends in our industry.

The annual Leadership Forum was presented by Monica Ricci, a powerhouse in the Organizing Industry, accompanied by Cys Brunner from BNI. Together they presented a compelling argument for fabulous leadership, not only in a volunteer capacity, but also in our own businesses and lives.

Approximately 90 conference calls were attended by members of the Board to share information with their national counterparts.

The Volunteer Community Project was a new initiative this year, bringing back an event to the Chapter where members could work alongside each other, learning from each other, as well as contributing to the community. This year's event benefited the LA Prom Closet, a 100% volunteer nonprofit organization, dedicated to helping low income young women in high school attend their senior proms by providing students with new and gently used gowns. Chapter members helped sort and categorize dresses, ensuring low income young women could attend their proms in style.

The importance of Associate Members to our continuing success was recognized this year with spotlights allowing one member each month to showcase his or her company at the monthly member meetings.

A membership survey was completed which showed us where you love what the Board is doing and where you would like us to move towards in the future. Thank you for your participation - we do this for you!

A move to digitizing our past photos will soon allow all members access to our history.

Electronic backups to important historical data have been established.

[Get Organized / Be Harmonized](#)
805-300-2876



Director of Marketing
Robyn Reynolds
[Organize2Harmonize](#)
310-625-6522



Director of Associate Membership
Leslie Haber
[An Organized Life](#)
213-507-1389



Director of Professional Development
Lisa Suches
[Timeline Organizing](#)
562-438-5650



Immediate Past President
Katherine Macey
[Organize to Excel](#)
310-800-7430

**Coordinators
&
Committee Chairs**

Associate Member Coordinator
Lois Koch
associatemembership@napola.org

CD Support Group
Jean Furuya

CPO Certification Liasion
Barbara Ricketts CPO®

Fundraising
Wendy Hughes

The Board and certain committees are moving their operational files to the cloud, allowing for greater collaboration and continuity.

The website will soon have a face-lift and operational ability with an update from our hosts, MemberClicks.

Nearly 50% of our membership volunteered in one way or another over the course of the year. That is an involved membership - one that makes our Chapter thrive, and, by extension, our businesses thrive.

Approximately 50% of our membership attended the Annual NAPO conference this year. We are more informed of best practices; and we are better able to serve our clients through improved skills, knowledge and networks.

I am so proud of the team that is the NAPO-LA Chapter. Together we achieve more and support each other in becoming more. Your Board this year has given selflessly and I humbly thank them for their dedication. I am sad to be leaving my post as President, but I am grateful for all that I have learned and gained in friendships and leadership lessons. I am grateful and honored to have served you this year. I have full trust that the incoming 2011-2012 Board will be phenomenal and will again achieve much in its term. I look forward to what the future brings!

Your NAPO-LA Immediate Past President,
Katherine Macey

NAPO-LOS ANGELES CHAPTER MEETINGS

May Chapter Meeting
Monday, May 23rd
6:15 pm
Olympic Collection

June Chapter Meeting
Monday, June 27th
6:15 pm

**NAPO CONFERENCE
SAN DIEGO 2011**

Golden Circle

Mishele Vieira, CPO®, Chair
Claire Flannery, CPO®
Toni Scharff
Esther Simon
goldencircle@napola.org

Greeter Coordinator
Lisa Suchesk
Historian
Christie Gelsomino

Librarian
Tina Brooks

2011 Los Angeles Organizing Awards & Expo
Donna Rosman, Co-Chair
Robyn Reynolds, Co-Chair

Meeting Assistant
Open
Member Spotlight
Nadine Levy

Neighborhood Groups
Coordinator: Kathryn Masci
neighborhoodgroups@napola.net
Burbank/Glendale/Pasadena:
Tanya Whitford, CPO®
Hollywood: Beth Ziegler
South Bay: Beverly Clower
Upland: Millie Hinkle
Ventura: Kathryn Masci
Westiders: Toni Scharff

New Member Orientation
Toni Scharff, Co-Chair
Debra Frank, CPO-CD®, Co-Chair
nmo@napola.org

Online Ambassador
Master Cruz
Photographers
Sara Getzkin
Donna Rosman

Professional Organizers Learning Academy (POLA)
Jean Furuya
Dolores Kaytes
Donna D. McMillan

Registration Assistant
Kelly Erwin

Silent Auction
Lisa Sucheck

Visitor Liaison
Lori Gersh

Website Coordinator
Kim Rocke
technology@napola.org

Webmaster
Heidi Chianta



Save the date!

2012 - Baltimore, MD [Hilton Baltimore](#)

March 21-24, 2012

ORGANIZED KARMA



MEETING INFORMATION

Attendance

MARCH 2011

42 members

BRIGHT IDEA KARMA - part 1

by Sara Getzkin

[Hands On! Organizing Services](#)

6 visitors
Chapter Membership: 123

APRIL 2011

50 member
3 visitors
Current Chapter Membership: 128

**Board Meeting
Mini-Minutes**

MARCH 2011

Board passed two motions:
Motion passed (7-0) Kim Rocke to be appointed Director of Communications and Technology, 2011-2012.

Motion passed (8-0). A late fee of \$5.00 (per check-out) for all non-returned library items.

The Board announces the 2011-2012 NAPO-LA Board of Directors:
President: Donna Rosman
Vice-President: Nadine Seidman-Levy
Secretary: Regina Lark
Treasurer: Nicole Ballard
Director of Administration: Dina Newman
Director of Marketing: Robyn Reynolds
Director of Membership: Kathryn Masci
Director of Professional Development: Lisa Suchesk
Immediate Past-President: Katherine Macey

APRIL 2011

Passed a motion (8-0) to add to the Board the position Director of Associate Membership.

Passed a motion (9-0) to appoint Leslie Haber to the position of Director of Associate Membership

Associate Members

 closetfactory

Custom Closets [Email Kay Wade](mailto:Kay.Wade@closetfactory.com)

(310) 516-7000 x224

Use an incandescent light bulb - go to jail? No, it's not a crime, but you may find friends, family and clients wanting to hoard light bulbs. Mark your calendars now! As of January 1, 2012, it will be more difficult to find your favorite light bulbs. It's time to get used to those spiral CFL (compact fluorescent light) bulbs whether you like it or not.

Who's bright idea was this?

Back in 2007, President Bush signed the Energy Independence and Security Act, which aimed to reduce energy use and greenhouse gas emissions. The act requires new bulbs to use 25-30% less energy beginning in 2012. By 2014, more bulbs (40, 60, and 75 watt) will be phased out across the USA. You may have not noticed, but California has already begun to phase out our beloved incandescent light bulbs. On January 1st of this year, California adopted the national standard one year earlier than the rest of the country. Yes, we are trendsetters.

What do these changes mean?

DON'T PANIC. Ideally, everyone in our country will benefit from lower electricity bills and fewer light bulb purchases. It might seem like the government is controlling everything these days, but the phase-outs are not an outright ban. Next year, manufacturers will no longer make 100-watt bulbs, so stores will eventually sell out of them. Thereafter, bulbs will use no more than 72 watts, including halogen incandescent bulbs, CFL bulbs, and LED (light-emitting diode) bulbs.

What about atypical bulbs?

No problem. There are many classes of light bulbs that are exempt from the restriction. Plant lights, candelabra bulbs, reflector floodlights, night light bulbs, aquarium bulbs, yellow bug lights, appliance bulbs, 3-way, and colored bulbs will still be available. If a bulb is less than 40 watts or more than 150 watts, it's not part of the ban. If anything changes in this area, I will be sure to write about it.



Go Junk Free America!

Email [Evan Berger](#)
(800) GO JUNK FREE



[North Star Los Angeles Movers](#)



Custom Garage Systems [Email Gus](#)

[Gougas](#)
(818) 232-7683



Office Organization Products

[Email Barbara Schmit](#)
(818) 232-7683



Custom Glide-Out Shelves for Cabinets & Pantries

[Email Michelle Smith](#)
(310) 980-4906

[Email Paul Albarian](#)

Paul Albarian & Associates, LLC
3500 West Olive Avenue Suite 300
Burbank California 91505

In part 2 of this article, I'll explore the issues of CFL costs, features, drawbacks, and safety.

SIMON SAYS

1) If you have too many "to do's" on your list and need a little motivation to get them done...try to write each task on a post-it and each day pick a new task to accomplish. Then, reward yourself for doing it! If the task is something that you need to get done outside of the home, you can place it in your purse or wallet to remind you.

2) If you are planning meals in advance, you might want to buy clear containers and label them with specific dates. It might make planning and storing easier.

3) Input all important phone numbers into your cell phone, so if you are away from home you can return calls easier. You won't have to wait until you get home to return or make calls.



Tips provided by Esther Simon,
[The Traditional Home Organizer](#)

Be Involved!

Open Chapter Positions

The following positions are currently open. We would love your support!

1. Central San Fernando Valley Neighborhood Group Coordinator
2. Meeting Assistant
3. Yahoo Group Moderator
4. Copy Assistant
5. Database Coordinator

The 2011 Organizing Expo

Brought to you by

National Association of Professional Organizers - San Diego

Join us for a fun and educational evening featuring Organizing products and service vendors
Live Demonstrations

Meet over 30 different organizing companies that belong to NAPO San Diego's chapter

Valuable organizing gifts and raffle prizes will be given away

Refreshments will be provided

Location: JCC Rehearsal Room, First Floor
4126 Executive Drive, La Jolla, CA 92037

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Advertising

Promote Yourself or Your Product: Advertise!

By Kenya Erving
Erving Consulting Group

Don't miss out on the opportunity to advertise your business in *The Los Angeles Organizer*. Let everyone know about the products and services you offer by running an ad in our award-winning newsletter. Space is available for members, non-members and associate members.

To purchase an ad, go onto the NAPO-LA website at www.napola.org and click Advertising. Size options and prices are available online. Advertising space starts as low as \$25. Hurry, act now! Space is limited!

For more information, contact Kenya Erving, who handles newsletter advertising, at (323) 253-3426 or send her an email at newsletteradvertising@napola.org. If you know of any businesses that offer great products and/or services for Organizers, please forward their information to Kenya to contact regarding ad space.

Membership

NAPO National Membership

Annual Dues:

\$200 - Active Member*
\$150 - Associate-Branch
\$250 - Associate-Local
\$550 - Associate-Corporate
\$20 - Processing Fee

Provisional member dues are \$180 plus a one-time \$20 processing fee. You are an active member if you have completed your provisional membership year, or are a new NAPO member with more than one year of professional organizing experience.

NAPO National dues can be paid online. Proof of paid dues is required at time of joining NAPO-LA. NAPO National submits its renewal notices directly to members on their anniversary dates.

Date: Monday, May 16th from 6:00 pm to 8:30 pm
Admission: Free to NAPO SD members
\$5 for all other attendees
For more information, call Barbara Langdorf 949-679-4033

Let's Honor Our Volunteers



Lelah Baker-Rabe is the volunteer for the month of February. As a relatively new member of our chapter, and as the PR/Marketing Coordinator of the 2011 Los Angeles Organizing Awards Event Planning Committee, Lelah did anything asked of her, from connecting with potential sponsors, compiling spread sheets, to sending out countless and invaluable public relations documents in support of the awards. Our full house at the awards could be directly credited to Lelah's unflagging efforts! She is a skilled writer, soft-spoken and thoughtful leader. NAPO-LA is very grateful to have Lelah (with a "h") as part of its team.

What is your business name and website?

My business name is Lelah Baker-Rabe, Professional Organizer and my website is www.lelahwithanh.com You might know me as "Lelah with an h" on Twitter.

Where do you live and where do you do business?

I live in Glendale, California and do business in Pasadena, Glendale, Burbank and greater Los Angeles.

How many years have you been in business?

Two.

How did you get into organizing as a profession?

After reading Karen Kingston's *Clear Your Clutter* with Feng Shui, I became inspired to combine my entrepreneurial interests with the idea of helping people through organization.

Where are you from originally?

NAPO-LA annual membership dues are renewed each September. You can also join NAPO-LA online.

NAPO-LA Chapter Membership

Regular Members:

Dues are prorated 25% quarterly.

\$100 - Level 1

Yearly dues and Website Listing in the "Find an Organizer" section of our website.

\$25 - One-Time Processing Fee

\$25 - Lapsed Member Processing Fee

Associate Members:

Dues are prorated 25% quarterly.

\$175 - Branch Associate Member - Local branch or regional office of a Corporate Associate Member

\$300 - Local Associate Member - Locally-based, self-operating retailer, supplier, designer, or independent sales representative engaged primarily in the manufacture, distribution, and/or sale of organizational equipment, supplies, or organizing-industry related services.

NOTE: All members are required to sign a Code of Ethics as part of their membership.

[For more information on becoming a NAPO-LA member, click here](#)

[For the NAPO Code of Ethics, click here](#)

Newsletter

The Los Angeles Organizer



Editor

Audra Cottrell

[Organized Impressions by Audra](#)
editor@napola.org

I grew up in beautiful Ojai, California.

What are your main organizing interests or specialties?

I'm a residential and small business organizer specializing in helping people transition to a more paperless lifestyle in their home, home office or workplace. I teach workshops on getting and staying paperless.

What do you like to do when you aren't organizing? Hobbies? Interests?

I'm an avid reader and cook. I love to take walks around different neighborhoods in LA. I also write romance novels for fun.

Tell us about your family. Are you married, single, children, grandchildren?

I'm married and celebrating my first wedding anniversary in April.

How did you come to join NAPO and/or NAPO-LA?

After meeting Erin Haas at a NAPO-LA workshop, she encouraged me to take advantage of NAPO and NAPO-LA's many benefits. Thanks, Erin!

What has been your experience volunteering in NAPO-LA, and what do you see as the benefits of volunteering?

I've had a wonderful experience getting to know my fellow organizers by working with them on the Los Angeles Organizing Awards and NAPO-LA website maintenance. Volunteering is a rewarding way to learn new skills. Through volunteering, I've been exposed to new content management systems, new software and definitely learned a ton about marketing and public relations, and I enjoy being able to give back to the organization.



Going back to March, the board would like to recognize the always cheerful **Kelly Erwin** with the volunteer of the month award. Almost 1 year ago, Kelly jumped right in volunteering as the Registration Assistant as a brand new member. But that wasn't enough for Kelly. She also joined the Organizing Awards Task Force serving as the VIP liaison. Kelly is a true volunteer rock star and we are so



Publisher
Julie Naylor
[No Wire Hangers-
The Green Way to Organize
publisher@napola.org](#)

Newsletter Advertising
Kenya Erving

Proofreaders
Lois Koch
Kathryn Masci
Toni Scharff

The Los Angeles Organizer is published bimonthly (January, March, May, July, September and November). The newsletter is emailed to NAPO-LA members and associate members, NAPO national board members, and NAPO chapter presidents, and is available to the public on our website. All contents are copyrighted. All rights reserved.

Submission Guidelines

Articles: NAPO-LA members are encouraged to contribute to this newsletter. Articles are not to exceed 500 words in length. Submissions must be received by the Editor no later than the 20th of the month preceding the month of publication. You may send your article as a Microsoft Word file attachment or directly in the body of an email. Photos should be .jpg, 72 dpi, sent with your article. All article topics and content must be approved by the Editor. Submit editorial to editor@napola.org

Advertising: Ads must be received by the 20th of the month preceding the month of publication. There are two types of ads available.

Website Link: This is a small ad containing a link to your website, located in the left side column of the newsletter. The ad can be your logo, a photo, or a short message.

Format: .jpg, 72 dpi, 125 pixels w x 100 h. \$25
NAPO-LA Members
\$35 Non NAPO-LA Members

Block Ad: This is a large block located at the end of the newsletter providing details about your company or service, along with a logo and/or photo. **Format:** Submit ad copy (100 words max) as a Word document and email with logo and photo as .jpg, 72 dpi.

\$35 NAPO-LA Members
\$45 Non NAPO-LA Members
Submit ads to editor@napola.org

Welcome!

thankful for her contributions to our chapter.

What is your business name and website?

My business name is Love to Organize! and my website is www.lovetoorganize.net

Where do you live and where do you do business?

I live in Studio City and do business in the greater Los Angeles area, Orange County, Ventura and have even done business in Chicago!

How many years have you been in business?

March 2010!

How did you get into organizing as a profession? I had been in the recording industry for many years and was laid off in 2009. After about 6 months wondering what I was going to next, I was watching one of my favorite shows, Hoarders, and zoned in on the Professional Organizer on the show. I'd been watching that show for over a year but never really noticed the "Professional Organizer" part! I thought to myself maybe that's something I could do. I researched and spoke to few organizers and they were all so nice and willing to share information with me. That struck me right off the bat because I'd not encountered people so willing to share knowledge of their business. I started to seriously consider starting my own business as an organizer. Wanting to make sure I was making the right move I flew to Columbus, Ohio for the NAPO conference. After 4 days of conference I decided it was the right move for me so I joined NAPO and NAPO-LA and dove right in. And I'm thrilled to be volunteer of the month!!

Where are you from originally? Studio City, CA

What are your main organizing interests or specialties?

As of yet I don't have a specialty but I do love a juicy garage! I enjoy working with the chronically disorganized client as well.

What do you like to do when you aren't organizing? Hobbies? Interests?

I have 3 dogs so when I'm not organizing I like to spend time with them. I have a passion for delicious vegan cuisine, hiking in our beautiful mountains, spending time with my friends, cooking and my guilty pleasure.....watching Real Housewives of ANY city! I know - awful but I'm hooked!! I am an advocate for all animals and do volunteer work with many organizations. One of my good friends owns a chain of restaurants called Native Foods. I have a passion for them! I help with cooking demos, functions and sometimes organize for them as well. I am a Louise L. Hay groupie and devour any and all of her teachings. I'm on a waiting list to volunteer for Hay House events too! My other true passion would be old Hollywood. Turner Classic Movies is a must have!

Tell us about your family. Are you married, single, children, grandchildren? I am single.

New NAPO-LA Members

Elizabeth Bass
bbass2@earthlink.net

Pamela Morency
Creating Clarity, LLC
info@creating-clarity.com
www.creating-clarity.com

Krystin Murray
Organized 365
krystinmurray@gmail.com

Marie Nimo
iGOT Nimo
ms.menimo@yahoo.com
www.igotorganizedtoday.com

Mary Jo O'Neill
maryjo.oneill@gmail.com

Shoshana Ruditsky
From the Inside Out Professional Organizing
shoshrudy@gmail.com
www.organizeinsideout.com

What has been your experience volunteering in NAPO-LA, and what do you see as the benefits of volunteering? For me the best thing about volunteering has been stepping out of my comfort zone and doing something different. Throwing caution to the wind is a great way to grow as a person. Also, volunteering allowed me to get to know the other organizers faster and on a more personal level than I would have if I hadn't volunteered. So many great people! I soak up all the knowledge I can from the wisdom of the people that have been doing this a long time, and have camaraderie with the newbie's like me. It's just a great way to learn about the organizing business and owning a a business.

Anything else we should know about you? Yes, but you'll have to get a couple of cocktails in me before I tell you. Some really funny stuff!



For the month of April, the board would like to recognize new member, **Audra Cottrell**, for stepping up to the plate as the new editor of our newsletter, The Los Angeles Organizer. Audra had some pretty big shoes to fill, following Claire Flannery's 7 years serving in the position. The board couldn't be more proud of Audra for not only serving in a position of great responsibility and commitment, but also for doing a *fabulous* job at it!

What is your business name and website?

Our business is Organized Impressions by Audra and our website is www.organizedimpressionsbyaudra.com. We are also on Twitter, [@OrgImpressions](https://twitter.com/OrgImpressions) and Facebook, at www.facebook.com/OrgImpressions.

Where do you live and where do you do business?

My home is in Chatsworth, CA and my business is conducted in the San Fernando Valley.

How many years have you been in business?

On May 18, 2011, I will be celebrating my one year

anniversary.

How did you get into organizing as a profession?

One day I had an epiphany. During every job I held, I have enjoyed organizing the space more than performing the job duties. I immediately researched organizing and its potential for a career and found NAPO! Our profession combines the ability to make a difference in other's lives with flexibility and financial success, which is exactly what I desire.

Where are you from originally?

The majority of my family resides in Central Illinois.

What are your main organizing interests or specialties?

My specialty is family homes, especially children's bedrooms and playrooms. With my background in early childhood education, this was a natural choice.

What do you like to do when you aren't organizing?

Hobbies? Interests?

Hiking, walks on the beach, reading, watching movies, studying, yoga and gaining knowledge.

Tell us about your family. Are you married, single, children, grandchildren?

My family is amazing. They provide much love and support in my life and future goals.

How did you come to join NAPO and/or NAPO-LA?

While researching the organizing field, I found NAPO and NAPO-LA online. After coming to one chapter meeting and being welcomed by all, I knew I was in the right place and would join ASAP.

What has been your experience volunteering in NAPO-LA, and what do you see as the benefits of volunteering?

Volunteering in NAPO-LA is helping me gain experience, meet new people and learn about our profession. I believe it is important to volunteer in order to feel like part of the team.

Anything else we should know about you?

I hope to work with many of the NAPO-LA members in order to share experiences and gain knowledge. Please contact me if you are in need of an assistant at 818-577-3258.

Golden Circle



Office Organization

by Robin L. Davi, CPO®

of [Simply Arranged Professional Organizing Services](#)

Manage Your Time

Use a planner to track appointments and tasks. It can be a paper-based notebook, a computer software program, or an electronic handheld device.

Create at least one hour of uninterrupted time per day to tackle projects and action items.

Allocate twice as much time for a task as you think it will take. This accommodates for interruptions and stopping to get more information.

Break large projects down into small, sequential steps. Schedule these steps into your day with your planner.

Tame Your Desk

Keep only supplies you need on a daily basis on your desktop.

Create a paper flow system for your incoming documents.

Use your in box only for items that haven't yet been reviewed.

Avoid looking at documents and placing them back on the desk. Follow through with the decision you have made about the document.

Supercharge Your Communication

Write an agenda before making a phone call so you don't forget the important points.

Keep a record or schedule follow-up calls of what you've delegated so they don't fall through the cracks.

Be clear about the response you need when sending messages to colleagues. They can then provide a full response, even if they don't reach you directly.

Conquer Your Filing

Create a filing system for your electronic documents that mirrors the one you have for paper. Sort, file, and purge electronic information regularly.

Keep a file index (a master list of file names). Check the index before creating a new file to avoid making duplicates. Also use it when deciding where to put new documents.

Refer to your company's records retention plan for guidance on how long to keep documents.

Keep the most recent papers in the front of the file. Whenever you open it, the current information will be on top.

GOLDEN CIRCLE LISTSERV

Are you a member of the Golden Circle ListServ? Open only to Golden Circle members, this ListServ allows more seasoned professional organizers to network with each other. To get started, log into www.napo.net and go to the Golden Circle Page. In the second paragraph you will see a link for the Golden Circle ListServ. Clicking the link will allow you to go to the page to sign up for the ListServ. Once approved, you can post to the ListServ by sending an email message to golden-circle@lists.napo.net.

2011 GOLDEN CIRCLE MEETING SCHEDULE

Mark your calendars for the following dates. Details will be sent out via Evite prior to each meeting.

Sunday, July 17, Host Esther Simon

Saturday, October 15, Host Toni Scharff

NOTE: Qualifications for Golden Circle membership include five years in business as a professional organizer and one year as a NAPO member. Quarterly meetings are held in the homes of Golden Circle members, where we network, share information, and get to know each other on a more personal level.

All eligible Golden Circle members are invited to join the Los Angeles Area Golden Circle. Chapter membership is not required; NAPO National membership is. More information is available on the NAPO National website or by contacting Mishele Vieira at goldencircle@napola.org.

NAPO-LA Professional Organizers Learning Academy

**Double or Even Triple Your Appointments
with New Clients**

Book Appointments Like Crazy -- Regardless of the Economy!



Saturday, May 21, 2011; 9:00 am - 1:00 pm

Instructor: **Michelle Quintana**

To register click here

Does this sound familiar?

- You get a call from a VERY interested prospect, explain your services, your fees, and answer all the questions, but ...
**YOU
DON'T BOOK THE APPOINTMENT!**
- You continually get objections about your fees and don't really know how to effectively handle them, and ... **YOU
DON'T BOOK
THE APPOINTMENT!**
- Or the prospect says, "OK, I need to check with my husband, and I'll get back with you," and ... **YOU DON'T
BOOK THE
APPOINTMENT!**
- Your prospect is worried about spending money on your services during a down economy, and ... **YOU DON'T
BOOK THE APPOINTMENT!**

What is this costing you in real lost revenue? Afraid of sounding sales-hypey on the phone and have no clue how to effortlessly "close" the appointment?

If you're ready to get outside your comfort zone and begin booking appointments, then this training session is for you. Just one or two tips will pay off for the rest of your organizing career. You'll learn exactly how to master ...

- The three most common objections, how to stop them dead in their tracks, and what NEVER to say to a prospect.
- Sounding professional without the sales-hype -- having them begging to work with you.
- Role playing with colleagues to break the comfort zone keeping your income in the tank.

Here's what past attendees said about Michelle's session:

"I received a phone call from a CPA who received a flier of mine. He asked about my fees, and with that first question I became Michelle's clone! I qualified him, felt his pain, praised him, told him about my four-hour minimum and hourly fee. We booked the first appointment to reorganize his home office. That one phone call more than paid for the workshop!" --*Regina Lark, A Clear Path*

"Michelle's workshop was simply great. She's an energetic, highly knowledgeable, humorous, and motivating speaker, and she got us very charged up about how to engage first-time callers in order to get to that first step, which is booking an appointment. Role-play was really fun (and very revealing!). Anyone who's interested in generating more business needs to take this workshop." --*Susan Culligan, Got to Get Organized*

Make more money and book your calendar with clients who WANT to work with you!

Michelle Quintana spent 12 years as a NAPO-LA member and full-time organizer. Now owner of **Bulldog Creative Copywriting**, she traded in the clutter for the keyboard, using what she learned in building a six-figure organizing business and turning that passion into a career as a professional freelance copywriter.

Date: Saturday, May 21, 2011; 9:00 am - 1:00 pm

Class will be limited to 20 participants, so **register early!**

Cost: Early registration: NAPO-LA Members: \$99;
Public: \$119 -- After May 15, 2011, add \$15

Location: Circle of Care Leeza's Place, 5000 Van Nuys Blvd,
Sherman Oaks, CA 91403

For more information: contact education@napola.org

No refunds for POLA classes. If you are unable to attend this class, the fee will be applied toward another POLA class within one year's time.

[To register click here](#)

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If you are working consistently and on an ongoing basis with chronically disorganized clients, you are invited to participate in an informal support group.

Our next meeting will be July 19, 2011 "Strategies on Bridging Gap between Mental Health Professionals and Professional Organizers." Meeting time is from 6pm to 8:30pm. Time will also be spent sharing our individual issues. Limited to 12 attendees. A simple pot luck is planned.

To RSVP or for further information, email Jean Furuya at Jean@TheOfficeJeanie.com or call (310) 316-1753.

NAPO-LA Neighborhood Groups

Many of the Neighborhood Groups hold informal bimonthly meetings throughout the Los Angeles area. A benefit of chapter membership, these offshoots of NAPO-LA offer education, networking and support. Check below for your nearest group, and contact the Facilitator for information on the next meeting. If you'd like to volunteer as a Facilitator for one of the open groups, please contact Committee Chair Kathryn Masci by sending an email to her at neighborhoods@napola.org.

Burbank/Glendale/Pasadena: Tanya Whitford, CPO®, Facilitator
Hollywood: Beth Ziegler, Facilitator
Orange County: Gail Gray, Facilitator
South Bay: Beverly Clower, Facilitator
Upland: Millie Hinkle, Facilitator
Ventura (includes Agoura & Santa Clarita): Kathryn Masci, Facilitator
Westside: Toni Scharff, Facilitator
(2011 Schedule: June 11, August 14, October 9 and December 11)

NAPO Los Angeles

Mission Statement: NAPO-LA is the organizing industry leader committed to providing the public with resources; providing professional organizers with education and support; and providing related industry professionals with unique channels for their products and services.

NAPO-Los Angeles
PMB 134, 10573 W. Pico Blvd.
Los Angeles, CA 90064
Phone 213-486-4477

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For questions on our disclosure policy, please contact our [Chapter President](#).