



C-W-M Connection

Volume I, Issue I

September 2011



CWM President's Message

Autumn 2011

Hello all of you Remarkable Members of the Colorado-Wyoming-Montana Division! As we start off on a giant leap to a new year, I want to thank everyone for their major efforts this past year. Passion and Purpose was really felt and put to use as we had six of eleven Chapters attain Chapter of Excellence, and the CWM Division attained Division of Excellence as well. We had 28 members achieve

Member of Excellence. So how are you going to start making those leaps toward remarkable this year? In my younger years, I was a member of a snow ski club, and we used to take trip to Mammoth in California once a month. I was an average skier back then, not so much now. There was a Black Diamond run on the mountain called "The Cornice" which you could only reach by going up the gondola. On the way up there were signs along the way saying listen to your heart not your friends, don't let an accident spoil your day, etc. You see once you were at the top, the only way down was to go over the edge, which was a 90 degree angle. On one of our trips, two of my friends convinced me that I needed to ski "The Cornice". It didn't hurt that one of them was a ski instructor at another resort, or that the other one had been on a ski patrol at one time. So up we went, and when I got off the gondola, all I could see

was a row of about 20-30 people teetering on the edge trying to build up the nerve to go off. The trick was to traverse off sideways down a one foot wide path until you could make your first turn and then it was a breeze the rest of the way down. So, as I got to the edge and was building up my courage, one of the guys skied down ahead of me. As I went over the edge, I hit a pretty deep hole, and if you are a skier, you know that when you hit a dip, you bend your knees. Well, I forgot this step, and proceeded to tumble and roll, with skis and poles flying, almost all the way to the bottom. As both of my friends caught up with me, gathering the skis and poles along the way, I was busy checking for broken bones. Seeing I had none, they immediately had me back on the gondola to do it again. Well, second time was a charm, and I was able to make it over the top and all the way down without falling. Our organization and members operate in much the same way. When we face a new challenge or obstacle in doing what we do, whether it is conducting a meeting, working on a committee, or planning an event, we have mentors among us to help accomplish our tasks. We are able to fumble and make mistakes, which only makes us better. And then, once we accomplish what we are attempting, we then have the knowledge and skills to pass it on to other members. Your leaps as mem-



Eileen Verosko, CPS
Colorado-Wyoming-Montana
Division President

bers can be small or large, it doesn't matter. Each leap you make as a member just takes us closer to the "Remarkable". Your chapter boards have been busy planning over the summer to bring you some really great educational opportunities, and I hope you are able to take advantage of them all. The CWM Division is planning on a Fall Seminar to be held in Greeley, as well. Details are included in this newsletter and will also be sent to you by your chapter president. I am wishing you all a great start to a new year.

Eileen Verosko

2010-2011 CWM Division President

C-W-M Division Officers 2011-2012

Eileen Verosko, CPS
President
everosko@officescapes.com

Carol Hardin, CPS/CAP
President-Elect
carol.hardin@honeywell.com
quiltbuilder@comcast.net

Andrea Latine
Vice President
andrea.latine@netzero.net

Mary Lenhart
Secretary
mary.lenhart@greeleygov.com

Elizabeth Harms, CAP
Treasurer
elizabeth.harms@us.gt.com

Carla Hall, CAP
Parliamentarian
carla.hall@usav.org



Eileen Verosko, CPS
2011-2012 CWM
Division President

***“As soon as you
 can say what
 you think, and
 not what some
 other person
 has thought for
 you, you are on
 your way to
 being a
 remarkable
 person”***

**James Matthew
 Barrie**

2011 EFAM CWM DIVISION DELEGATE'S REPORT

The CWM Division had a total of 4 Chapter Delegates and 6 Proxies this year. All of our chapters were represented for voting. Linda Singer, CPS/CAP was Delegate for Boulder, Patti Lovato was her Alternate. Renee Williams served as Delegate for the Denver Chapter, Mary Lenhart was Delegate for Mountain View Chapter, Bobbie Pratts, CPS/CAP was Delegate for Pikes Peak Chapter and Paula O'Keefe, CPS/CAP was her Alternate. We had two additional members from the Pikes Peak Chapter that attended as well, Gloria Viebrock, CPS was selected as a volunteer during EFAM and Cheryl Sanfilippo was a first timer. Eileen Verosko, CPS served as Division Delegate, Carol Hardin, CPS/CAP served as Division Alternate. We all arrived in the beautiful city of Montreal, Canada by Saturday and several of our members being first timers, attended the First Timer Orientation session, others spent the day getting registration packets, visiting and renewing friendships with members from across the country and the world and enjoying the city. Sunday morning, bright and early at 8am, delegates reported for the Delegate's Briefing with International Parliamentarian, Jeff Neurauter. Jeff went over the business rules and voting procedures. 9am the Business Session began with the Parade of Nations and the Presentation of Colors for both Canada and the United States. This was done by the Royal Canadian Mounties and both anthems were sung beautifully by a Canadian member. The International Board arrived in high spirits dancing down the aisle to "Firework" by Katie Perry. President Mary Ramsay-Drow, CPS/CAP then declared the meeting convened. Annual Meeting Coordinator Decolynne Jo Barteski was introduced, and we heard a welcome from Mayor of Montreal, Gerald Trembley. Introductions of International Committee chairs, the RTF Committee and Past International Presidents were announced. This year we had 5 past International Presidents in attendance, Frances B. Jakes 1975-1976 (by the way, this was her 47th consecutive annual meeting); Nan DeMars, CPS 1980-1981; Kay E. Enlow, CPS/CAP 2005-2006; Sandra P. Chandler, CPS 2006-2007; and Susan K. Schamali, CPS/CAP 2009-2010.

Credentials Committee Report

International Officers	12
Division Delegates	34
Chapter Delegates	273
Chapter At Large Delegates	1
Member At Large Delegates	1
International Affiliate Delegates	0
# of International Officers & Delegates Eligible to Vote	321
Authorized Proxies	175
Total # of International Officers & Authorized Proxies	496
# of Registered Alternates	132

Total registered in attendance 1,018

Adoption of the Registration/Credentials Report, adoption of the Annual Meeting Rules and Adoption of the Annual Meeting Program all passed.

Nominations Committee Report

President-Elect	*Karlana Rannals, CPS/CAP, Palomar Chapter, California Div, SW District
Vice President	*Judith Y. Yannarelli, CPS/CAP, Grand Strand Chapter, S Carolina Div, SE District
Secretary	Virginia S Boyd, CPS/CSP, Emerald Chapter, S Carolina Div, SE District *Antoinette Smith, CPS/CAP, St. Louis Chapter, Missouri Div, Great Lakes District
Treasurer	Wendy Melby, CPS/CAP, Waukesha Chapter, Wisconsin Div, Great Lakes District
International Director Canada District	Dawn E Becker, CAP, Vancouver Chapter, W Canada Div, Canada District

2011 EFAM CWM DIVISION DELEGATE'S REPORT

- International Director
Great Lakes District**
 - *Lina M Veglia, Grand River Chapter, Ontario Div, Canada District
 - *Patricia Falenhagen, CPS, Greater Green Bay Chapter, Wisconsin Div, Great Lakes District
 - Debra Rochel Leonard-Porch, Chicago Lake Shore Chapter, Illinois Div, Great Lakes District
 - *Tammy S Pierce, CPS/CAP, Wings Chapter, Ohio Div, Great Lakes District

- International Director
NW District**
 - *Kristi Rotvold, CPS/CAP – Serving her second term – No voting
- International Director
NE District**
 - *Bianca M Constance – Serving her second term – No voting
- International Director
SE District**
 - *Doris Goode, CPS/CAP, Memphis Chapter, Tennessee Division, SE District
 - Roberta Miller, CPS/CAP, Delaware Chapter, Delaware-Maryland Div, SE District
 - Sandy Ratke, CPS/CAP, Blue Crab Chapter, Delaware-Maryland Div, SE District

- International Director
SW District**
 - *Dortha W Gray, CPS/CA – Serving her second term – No voting
- International
Affiliate Representative**
 - *Leanne M Fisher, GradCert Bus., JP, Australian Institute of Office Professionals, Australia

- Trustees, Retirement
Trust Foundation**
 - *Kelly A Reggio, CAP – Serving her second term
 - *Carolyn L Prather, CPS – Serving her second term
 - *Jean Bohinski, CAP, Wyoming Valley Chapter, Pennsylvania Div, NE District
 - Lynda Boulay, CPS/CAP, St Paul Chapter, Minnesota-N Dakota, S Dakota Div, NW District

- Nominated from
the Floor**
 - *Patricia Rowe, CPS/CAP, Oak Ridge Chapter, Tennessee Div, SE District

Candidate speeches were then given.

President Ramsay-Drow went on to give us her State of the Association Report, the RTF report was given and then the Avery Achievement Awards were given. I was very proud to be able to accept the Book Cliff Chapter's Award from Sharon Newhall of Avery.

After announcements, the meeting was recessed and we were all off to the Office Expo and District Caucuses.

At the District Caucus, Kristi Rotvold and Judy Yannarelli honored all the Members of Excellence and presented the Chapter of Excellence Awards.

Candidate Forums were held for members to go and meet and talk with candidates.

The Evening of Welcome, hosted by Avery was a great party with DJ, a Canadian Moose and Canadian Royal Mounty for photo ops. The CWM Division joined in the fun wearing our purple blouses.

Monday morning starting at 8am, the voting polls opened. Only the Great Lakes District was called back for a second vote. Those not voting were able to enjoy the Office Expo.

The Leadership Luncheon was held this day, with Bob Abrames as keynote. His program was titled "Lead, Follow or Get Out of the Canoe". It was an emotional and entertaining journey about who leads and who follows.



Evening of Welcome



***“Attitude isn’t everything, but it is the main thing that affects everything”
John Maxwell***



From left to right: **Bobbie Pratts, CPS/CAP, Renee Williams, Gloria Viebrock, CPS, Paula O’Keefe, CPS/CAP, Cheryl Sanfilippo, Mary Lenhart, Eileen Verosko, CPS, and Linda Singer, CPS/CAP, not pictured: Patty Lovato and taking picture, Carol Hardin, CPS/CAP**



CWM Division Dinner, on left side front to back: Patti Lovato, Bobbie Pratts, CPS/CAP, Gloria Viebrock, CPS, Carol Hardin, CPS/CAP
Right side front to back: Linda Singer, CPS/CAP, Paula O'Keefe, CPS/CAP, Mary Lenhart, and Eileen Verosko, CPS not pictured Renee Williams and Cheryl Sanfilippo

“True leadership must be for the benefit of the followers, not the enrichment of the leaders.”
Robert Townsend



Eileen Verosko, CPS and Renee Williams

2011 EFAM CWM DIVISION DELEGATE'S REPORT

Following the Leadership Luncheon, the delegates met for a second briefing and then the Business Session reconvened.

Credentials Report was read.

International Bylaws & Standing Rules Report was read and then it was on to the Amendments

Amendment 1 - Failed - The International Board presented an Amendment that changed the quantity of 15 to 10 and the deadline date for attaining the required number of members from January 1, 2012 to July 1, 2012. A second Amendment was made to add Merited Members to the total chapter count, instead of it being just Professional Members. Both of these Amendments passed. Then the original amendment was voted on with the approved changes. This was voted down with quite a big majority. Very few were in favor.

Amendment 2 – Passed

Amendment 3 – Passed

Amendment 4 – Passed

Amendment 5 – Passed

Amendment 6 – Passed

Amendment 7 – Passed - An amendment was made from the floor on this one. I believe it stated that up to two candidates could be nominated by a division. The amendment from the floor changed it to one candidate. This was voted on and passed and then the original with the change was voted on and passed.

Amendment 8 – Failed - A second amendment was made from the floor changing the wording to be just the opposite of what was in the original. The original asked that headquarters publish a list of delegates who did not vote in an election. The amendment asked that a list be published of delegates who did vote. Both of these amendments were voted on and failed.

Amendment 9 – Passed

Amendment 10 – Passed

Amendment 11 - Passed

Amendment 12 – Passed – This was presented at the Business Session and it was basically to make clear the International Bylaws & Standing Rules Committees obligation to review the bylaws proposed by the RTF Board of Trustees.

RTF Amendments

Amendment 1 – Passed

Amendment 2 – Passed

Amendment 3 – Passed

Amendment 4 – Passed

Amendment 5 – Passed

Teller's Committee Report

President

President Elect

Vice President

Secretary

Treasurer

International Director Canada District

International Director Great Lakes District

International Director NW District

International Director NE District

International Director SW District

International Director SE District

Tamara Goodall, CPS/CAP

Karlana Rannals, CPS/CAP

Judith Y. Yannarelli, CPS/CAP

Antoinette Smith, CPS/CAP

Wendy Melby, CPS/CAP

Lina M. Veglia

Tammy S. Pierce, CPS/CAP

Kristi Rotvold, CPS/CAP

Bianca M. Constance

Dortha W. Gray, CPS/CAP

Doris Goode, CPS/CAP

Installation of the new officers was then held, Don Brethauer gave his Director's Address (it was announced by President Ramsay-Drow that Don has resigned and will be leaving in December, so they are searching for a new director). All of the speeches presented at EFAM have been posted to the International Library on the Web Community. To access them, go to the Web Community Home Page, click on the Resources Tab, and then click on IAAP International Library. Under Folders there is a list—click on EFAM and on the right hand side—click on 2011 EFAM Speeches.

2011 EFAM CWM DIVISION DELEGATE'S REPORT

The invitation for next year's EFAM was given on Grapevine, Texas. The meeting was then recessed until the banquet Wednesday night.

Tuesday morning breakfast for those who were fortunate to be chosen (you received a pink ticket in your registration packet) was a private breakfast for 200 with Clinton Kelly, prior to his keynote. This was sponsored by Hammermill Paper. I was one of the lucky ones, along with Carol Hardin and Gloria Viebrock. It was more like speed dating with Clinton. Each table was given a picture with Clinton, and then 3 minutes. There was an autographed post card and some gifts from Hammermill at each place setting.

8:30am everyone was back in the meeting room for Clinton Kelly's keynote speaker titled "Making a Great First Impression".

Following the keynote, it was off to the educational workshops. We all met back in the main meeting room at 5pm for our second keynote of the day. This was sponsored by OfficeTeam. Our keynote was Sam Glenn and the title of his talk was "A Kick in the Attitude: Recharge Your Work and Life". Sam started things off by creating a beautiful chalk drawing on stage of a lighthouse. He had us laughing so hard at times we were crying. During it all he gave us tips on how to energize our work and life and how to get people charged in taking action and achieving positive result.

The CWM Division spent the rest of the evening enjoying dinner at a wonderful steakhouse in Old Montreal, just a few blocks away from the convention center.

Wednesday morning, it was back to work with more educational workshops from 8am to 4:30pm. A Networking Session was held starting at 5:30pm and then it was back for the final Business Session/Banquet at 6:30pm.

The CWM Division had table #1 right up front. I have to tell you the CWM ladies really looked good. I was presented beautiful purple lei from the ladies from Hawaii, and it made me feel really special.

President Ramsay-Drow reconvened the meeting at 6:30pm.

Money collected from the sale of the banquet tables totaled \$6,900, and was split between 2 charities – Laura's Hope (Warren Evan's organization) and Sun Youth (Montreal based organization).

After dinner, the new Trustees were introduced and Tamara Goodall's guests were also introduced. Then all of the Division of Excellence Recognitions were announced and I was very honored to be able to walk across the stage again for our division. This year all five Divisions of the Northwest District achieved Division of Excellence.

The 2011 Awards for Excellence were announced – For companies with fewer than 1,000 employees, the winner was MacDonald-Miller Facility Solutions, nominated by the Seattle Chapter, and for 1,000+ employees, the winner was The University of Texas at Arlington, nominated by the Golden Circle Chapter.

The Host Committee and all of its members were recognized for putting on such a fabulous event.

Tamara Goodall's husband, then proceeded to the front of the stage to give a very warm and heartfelt introduction to our 2011-2012 International President.

Tamara talked to us about making those great leaps toward remarkable this coming year, and then special presentations were given to our outgoing president, Mary Ramsay-Drow.

The evening ended on a happy tune watching the Smiling Faces video.

Eileen Verosko



Chapter Distinction Award Less than 40 members went to Book Cliff Chapter.

“Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so”

Douglas Adams



Gloria Viebrock, CPS and Paula O'Keefe, CPS/CAP



Eileen Verosko, CPS accepting the Avery Achievement Award for the Book Cliff Chapter

*If we know a
positive
attitude can
make life
better, then
why doesn't
everyone have
one?*

Howdy new treasurers!

I hope you're as excited as I am ... and I hope you're not nearly as scared. I think this year will be a great one. If things go how I'm told, we'll all figure out what we're supposed to be doing right around June, so don't worry too much. Rely on me and your fellow treasurers for support!

Speaking of support, please make sure to subscribe to the Treasurers e-group on the IAAP website! There is a wealth of information you're missing if you haven't done that yet. There are no longer organization-wide emails to treasurers. All information is posted on the e-group, so being connected is critical to your success! Additionally, it's a great way to connect with peers all over the world who can give you tips, tricks and help you avoid problems.

Payments for third party liability insurance are due to headquarters by **October 1st**. This insurance protects your chapter from liability related to events and meetings that your chapter holds. If you have not received an invoice for your chapter from headquarters, please contact Holly Emmert (hemmert@iaap-hq.org) as soon as possible.

All chapters in our division are required by the IRS to complete a 990-N form. This form shows the IRS that you're still "in business" and had revenue of less than \$25,000 in the past tax year. The IAAP tax year ends June 30th, and the form is required no later than **November 15th**. There's no reason not to file it early though! You can find instructions and the e-file postcard online at <http://www.irs.gov/charities/article/0,id=169250,00.html>. If you are unsure of your chapter's taxpayer identification number, check your records from last year (it was required then too) or contact Holly Emmert (hemmert@iaap-hq.org).

Finally, feel free to use me as a resource! I've been in your shoes as a chapter treasurer, and I know how intimidating it can be (especially in the first few months). Please do let me know if there's anything I can help you with or if you have any questions at all. I won't know all the answers (or maybe any of them!), but I can help you find them.

Elizabeth Harms, CAP
CWM Division Treasurer

Pathways of Excellence

We would like to congratulate the 28 CWM Members for your achieving Member of Excellence and they are:

Boulder Chapter—Irene G. Randall, CPS/CAP, Linda Singer, CPS/CAP, Jennifer J. Svitak
Pikes Peak Chapter—Linda Carmona, Lynn M. Dibbens, CPS, Mary L. Dyster, CPS/CAP, Susan M. Farr, CPS, Angie T. Guerrero, CPS, Carol L. Hardin, CPS/CAP, Aubree M. Lujan, CPS/CAP, Paula K. O'Keefe, CPS/CAP, Bobbie J. Pratts, CPS/CAP, Cheryl A. Sanfilippo, Christine A. Schemmel, CPS/CAP, Gloria J. Viebrock, CPS
Denver Chapter—Mellissa R. Bowers, CPS, Tammy L. Hensrud, CPS
Denver Downtown Chapter—Elizabeth Harms, CAP, Mrs. Jeanne L. Jones, CPS/CAP
Mountain View Chapter—Nancy A. Upchurch
Book Cliff Chapter—Pearl Hasson, CAP, Kristin A. Hoaglund, Pamela S. Lair, CPS, Kyle D. Sheldon-Chandler
Rim Rock Chapter—Deanna M. Anthony, CAP, Cynthia E. Hanson, CAP, Brenda I. Olheiser



NW District Caucus recognizing all the members that achieved Member of Excellence. It was almost everyone in the room.

Congratulations!

CWM Leadership Seminar

PERSONALITY PROFILES FOR SUCCESS!!!

The CWM Division invites you to join us for a creative, energetic and informative seminar that will educate you in the fine art of "Reading People".

Our speaker, Brooke Chesnut, will take you through 4 different profiles – exposing characteristics; defining body language; and discovering new techniques to help you understand a "stranger" in seconds. In business, as in life, we deal with a variety of different people every day.

This presentation will help you be more successful in developing those relationships throughout your career. 2 CPS/CAP Recertification Point is offered for this seminar.

Directly following the keynote address, please join the CWM Division members in some interactive breakout sessions. This will be an educational opportunity to enhance your leadership skills and general knowledge of IAAP's internal processes and terms. Snacks and drinks will be provided.

Date: Saturday, October 15, 2011

Time: 1pm – 5pm

Location: Hensel Phelps Construction Company

420 6th Avenue

Greeley, CO 80631

Cost: \$20 IAAP Members; \$25 Non-Members

Pay at the Door – Cash or Check – sorry no credit cards

Call or email Eileen Verosko to Reserve your seat!

719-433-7311 Wk, 719-439-8727 Cell

everosko@officescapes.com



Help IAAP Mark Seven Decades

In the 2011-2012 year IAAP is celebrating its 70th anniversary. We're going to celebrate with a special anniversary edition of the May/June issue of *OfficePro* and we'd like your help:

- Send us stories of historical moments and big projects your chapter or division took on. This can include events such as the year chapters bought billboards to promote Administrative Professionals Day, or the Clear Lake/NASA Area Chapter that arranged for the Space Shuttle Atlantis to carry the IAAP flag on board its mission.
- Were you a part of IAAP during its early years? We'd like to hear from you.
- Share personal accounts of how IAAP has helped your career and how the association has changed with the profession.

E-mail us your scanned photos that depict unique events for your chapter/division or the profession. Everything must be e-mailed to officepro@iaap-hq.org by Feb. 6, 2012.

Make sure to put "Anniversary" in the subject line. We do not guarantee placement in the magazine. Write concisely. Please make your submission between 100 – 200 words. Include your name and chapter with your submission. All photos must be scanned and be high resolution (300 dpi or over) at 100 percent. We will not acknowledge submissions or inform you if your submission will be included in the magazine. No hard copy submissions, please. We cannot return submissions sent in hard copy format.



Housing Subsidy for Admins

The RTF needs all of you! Please continue to help share the word about the Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation. This important program provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting

the housing assistance criteria. Assistance is accessible to all members within the six districts of IAAP.

The next deadline date to submit applications is fast approaching --November 15th. If you or someone you know needs housing assistance and meets the housing requirements, please go to the RTF web site at www.iaap-rtf.org

for more information about the program and to find the application, or contact IAAP Headquarters and ask for the Controller's office for assistance.

THE RTF STANDS READY TO HELP ADMINIS IN NEED!



The Housing Subsidies Program for Admins in Need of the Retirement Trust Foundation

The Retirement Trust Foundation was created in 2000 from the Retirement Centers Trust of the International Association of Administrative Professionals. This independent, non-profit organization is administered by a six-member Board of Trustees, four of whom are elected at large from the membership of IAAP and serve with the IAAP International Vice President and IAAP Treasurer.

The RTF is a 501(c)(3) tax-exempt charitable organization. Contributions made to the Foundation are deductible as provided in Section 170 of the IRS code. Bequests, legacies, devises, transfers or gifts to or for use of the RTF are deductible for Federal estate and gift tax purposes.

Since its inception for charitable purposes in 1947, the RTF mission has been simple: to provide housing assistance for administrative professionals, age 55 and older, who are in need. The demand for comfortable, affordable housing for retired administrative professionals is growing, and along with the grants from the Housing Subsidies for Admins in Need (HSAN) Program, the RTF helps fill that need with Vista Grande.

IAAP, through the RTF, has been able to do something that very few associations have ever done: build and maintain its own retirement center. What's

more, Vista Grande (the world's only retirement center for administrative professionals) was built entirely through donations to the RTF by the IAAP membership, with no corporate or association sponsorship.

However, the RTF realizes that not every administrative professional age 55 and older can (or wants to) live at Vista Grande. As a result, in 2003 the Foundation's Board of Trustees began a new program: the Housing Subsidy for Admins in Need Program. The cornerstone of the program is providing rental subsidies for those individuals who qualify for the program. Through this service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs. To qualify, applicants must meet HUD financial guidelines. Assistance can be a part of or all of rent (depending on funds available and need). The Retirement Trust Foundation Housing Assistance and Vista Grande Grant policies were adopted March 20, 2010. To apply for HSAN one needs to download and fill out the Financial Assistance Application and follow the directions for submitting the form.

The Housing Assistance Policy which outlines the program parameters can be viewed by visiting the Trust website at www.iaap-rtf.org/programs/ain.html. If you feel you are qualified for program considera-

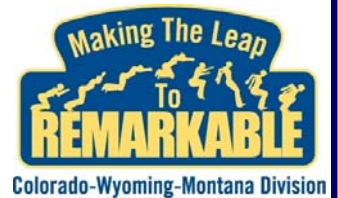
tion (or know someone who is qualified), please complete the Financial Assistance Application form located on the same webpage and return it to the Retirement Trust Foundation at the address on the bottom of the application no later than November 15, 2011.

When Della Herring stood up at a meeting of NSA in 1947, she thought it was deplorable that secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the RTF has built and maintains just such a center. Through the HSAN Program, the RTF can ensure that Della Herring's dream lives on. Were she here with us today, certainly her vision would encompass helping retired admins live in retirement facilities where they choose. Della Herring was a visionary who gave the first dollar toward the dream of housing assistance for retired admins. Like Vista Grande, the HSAN Program is funded through contributions.

For additional information about the Trust, please visit the Trust's website at www.iaap-rtf.org.

Ten Good Reasons to Attend Chapter Functions? Even When You Might Have Something Else to Do

1. You are important to the chapter; your absence will be felt.
2. It's vital to support your teammates. You might need them to support your ventures in the future.
3. You never know when and where opportunity will be knocking. Don't ever assume, "There's nothing in this for me." You'll be wrong more often than you'll be right.
4. Like weddings and funerals, there are times when your presence is essential for relationship building. It's almost guaranteed you will be glad you made the effort!
5. You'll never convince potential members of the value of IAAP membership if your own chapter members don't value IAAP activities.
6. Like nuclear energy, the maximum production of energy requires a certain critical mass. We owe it to our fellow members to participate.
7. Joining IAAP at the chapter level is a commitment to the group. The more chapter members you have who show this commitment, the less chance any one person will be shouldering an unfair or unreasonable burden of this involvement.
8. If your employer is supporting your membership, you owe it to him/her to get a full return on the investment. Your employer will see the difference when you're active and involved.
9. Even the same seminar topic or chapter committee project will be "new" when presented with another viewpoint or while working with a different team. Also, you may be primed for a new epiphany because of your new life experiences or enhanced receptivity.
10. If the chapter event or meeting is not fun or beneficial, why is your chapter doing it anyway? Voice your concerns and give good suggestions before the chapter is committed to a course of action. Create? don't just critique.



“The remarkable thing is, we have a choice everyday regarding the attitude we will embrace for that day.”

Charles R. Swindoll

Would You Endure a Bad Boss?

By OfficeTeam

It's often said that the people you work with can make or break a job, but could you tolerate a bad manager? In a survey by OfficeTeam, 46% of employees said they've worked for an unreasonable boss. Of those individuals, 59% said they stayed put and either tried to deal with the issue or suffered through the torment.

What can you do if you have a difficult boss? Following are different types of challenging bosses and how you might handle each one:

- **The micromanager** has trouble delegating tasks. This boss looks over your shoulder to make sure you complete a project *exactly* as told. **Coping strategy:** Trust is usually the issue here, so make sure you build it. Meet all deadlines, pay attention to details and keep your supervisor apprised of all the steps you've taken to ensure quality work.
- **The poor communicator** provides little or no direction. Your assignments often have to be completed at the last minute or redone because goals and deadlines weren't clearly explained. **Coping strategy:** At the outset of a project, ask for any information your boss has not yet provided. Diplomatically point out that it's critical to have these details up front to ensure you meet his or her expectations. Seek clarification when confused and arrange regular check-ins.
- **The bully** wants to do things his or her way, or no way at all. Bosses like this also tend to be gruff with others and easily frustrated. **Coping strategy:** Stand up for yourself. The next time your supervisor shoots down your proposal, for example, calmly explain your rationale. Often, this type of manager will relent when presented with a voice of reason. (Con't on page 17)

OFFICETEAM®
Specialized Administrative Staffing
A Robert Half Company

Fall Forward

HOT TOPICS FOR TOMORROW'S WORKPLACE



Don't miss your chance to attend the final Fall Conference in beautiful San Diego. Attend **Fall Forward: Hot Topics for Tomorrow's Workplace** and walk away with the hottest skills you need to stay relevant in the workplace. For the latest in Microsoft Office and working on the cloud, attend the optional session with Annette Marquis of Triad Consulting. Don't miss this! Find out more at **iaap-hq.org/events**.



Mountain View Chapter—Teresa Summers, President

What “Making the Leap to Remarkable” Means

The following analogy truly fits an administrative professional’s career growth (partially taken from Jim Collins book, *Good to Great: Why Some Companies Make the Leap...And Others Don’t*).

Picture an egg. Day after day, it sits there. No one pays attention to it. No one notices it. Certainly no one takes a picture of it or puts it on the cover of a celebrity-focused business magazine. Then one day, the shell cracks and out jumps a chicken. All of the sudden, the major magazines and newspapers jump on the story: “Stunning Turnaround at Egg!” and “The Chick Who Led the Breakthrough at Egg!” From the outside, the story always reads like an overnight sensation—as if the egg had suddenly and radically altered itself into a chicken.

Now picture the egg from the chicken’s point of view. While the outside world was ignoring this seemingly dormant egg, the chicken within was evolving, growing, developing—changing. From the chicken’s point of view, the moment of breakthrough, of cracking the egg, was simply one more step in a long chain of steps that had led to that moment. Granted, it was a big step—but it was hardly the radical transformation that it looked like from the outside.

It’s a silly analogy, but then our conventional way of looking at change is no less silly. Everyone looks for the “miracle moment” when “change happens.” But ask the administrative professionals when change happened. They cannot pinpoint a single key event that exemplified their successful transition. Each step of their career involved making a leap to remarkable and becoming the epitome of who they are each day of their career—“professionals”.

Mountain View Chapter is committed to its members in assisting them in “Making the Leap to Remarkable” through their mission: Mountain View Chapter is enhancing the success of career-minded administrative professionals by promoting education and professionalism and providing a resource for networking, mentoring, and leadership development.

Denver Downtown Chapter—Sheri Kelly, President

For the Denver Downtown Chapter, “Making the Leap to Remarkable” means that we have an opportunity to become remarkable in both our personal and professional roles. We have plans for a year of growth through networking, leadership and education. We are excited to be hosting a membership drive and mixer, and will once again host the Administrative Professionals Week event with the Denver and Boulder Chapters.

Old West Chapter—Karen Schroeder, CPS , President

The Old West Chapter is holding its annual retreat on October 1, 2011 at Little America. This will be an all-day event. The chapter will be laying out its plans for the coming year and reviewing our goals for last year. Our leap to remarkable occurs every day when we go to work and participate in our chapter. We are a small group, but we are determined to accomplish our goals every year and become the best chapter that we can. By outlining our goals and looking forward to another year, we have achieved half of our success—now comes the hard part—putting those goals into action.

We have always been and will always be **REMARKABLE**.



Evening of Welcome from left to right: Paula O’Keefe, CPS/CAP, Gloria Viebrock, CPS, Canadian Mountie, Mary Lenhart, Canadian Mountie, and Carol Hardin, CPS/CAP

2011/2012

C-W-M

Division

Chapter

Presidents



International Association of
Administrative Professionals®

CO-WY-MT Division



In the Convention Center they had a pink tree forest. Pictured from left to right: Eileen Verosko, CPS, Paula O'Keefe, CPS/CAP, Renee Williams, and Carol Hardin, CPS/CAP

HP Northern Colorado Chapter—Linda Rowland, President

“Making the Leap to Remarkable” means knowing what your natural talents or gifts are and finding ways to develop and use them every day. The HP Northern Colorado Chapter read Marcus Buckingham’s “Now, Discover Your Strengths” and, more recently, “StrengthsFinder 2.0” by Tom Rath, to help us understand our personal strengths. We use this information to help us play to our strengths in IAAP as well as in our jobs and personal lives. We have formed an IAAP StrengthsFinders Group as a springboard to “Making the Leap to Remarkable”.

Pikes Peak Chapter—Bobbie Pratts, CPS/CAP, President

What “Making the Leap to Remarkable” means to me...

I believe that we all try to do our best, and we try to put forth our best effort most of the time, but “Making the Leap to Remarkable” (to me) means going beyond the daily efforts. To me it means attaining that next level of expertise, excelling at what we do and/or becoming the subject matter expert. This is a great opportunity for our chapters to take this statement literally and help our members excel at what we do by providing additional guidance and educational opportunities.

2011/2012

C-W-M

Division

Chapter

Presidents

Book Cliff Chapter—Karen Loughman, CAP, President

Taking the leap to remarkable is something I strive for on a daily basis. I am consistently striving for improvement in those areas that I know need work. I ask for feedback from others so that I can improve in the areas that I may not be as aware of. I think those actions will help me to become remarkable. As chapter president, I strive for a remarkable chapter. Each member contributes to the chapter’s ability to take the leap to remarkable, and I feel that the Book Cliff Chapter is already pretty remarkable! We had an outstanding year last year and hope to continue to be remarkable as the year progresses.



CWM Division EFAM Attendees back row left to right: Gloria Viebrock, CPS, Renee Williams, Paula O'Keefe, CPS/CAP, Patti Lovato, Cheryl Sanfilippo Front Row Left to right: Linda Singer, CPS/CAP, Carol Hardin, CPS/CAP, Eileen Verosko, CPS, Mary Lenhart, and Bobbie Pratts, CPS/CAP Photo by: Jacqueline & Associates

Rim Rock Chapter—Cynthia Hanson, CAP, President

Color outside of the lines, think outside of the box and now “Making the Leap to Remarkable” motivates me, as the Rim Rock Chapter president, to help make our chapter something special. Our programs and education will continue to be more focused on trying to keep up with the ever changing electronic world, social media, communication, etc. We as administrative professionals are asked to take on more responsibilities daily as the pace of our everyday work load increases. IAAP will help us to be prepared for the pace with education and networking to make the leap to remarkable.

Down Memory Lane...CWM Connection Fall 2000

***“The difference
between
whether you
say, ‘I wish I
would have,’ or
‘I’m glad I did,’
at the end of
your life is
whether or not
you take
decisive during
your life”
Chris Widener***

Excerpt from Presentation By Arlene D. Seaton CPS at the CWM Division Meeting, Greeley, CO May 16-17-18, 1975

Once upon a time—in fact, to be exact it was on April 23, 1955, representatives from 8 NSA Chapters met at the Albany Hotel in Denver. This was the first Annual Meeting of what was to become the Colorado-Wyoming-Montana Division. The Columbine Chapter of Denver hosted this event.

The 8 chapters represented were: Book Cliff, Columbine, Evergreen, Kachina, Little-Wood, Mountain View, Pikes Peak, and Greeley. The first appointive officers were:

President: Vi Alstatt—Book Cliff

Secretary: Margaret Hansen, Mountain View

Treasurer: Mildred Walden, Pikes Peak

It was at this first meeting the bylaws were adopted and the office of Vice President was

established. Winifred Hillyer (Russell) of the Evergreen Chapter was the new Vice President.

Another important event took place on the day before. On April 22, 1955, the Kachina Chapter was installed at Pueblo, CO sponsored by the Evergreen Chapter of Denver.

On May 17, 1956, the records state that the Boulder Chapter was installed, sponsored by the Evergreen Chapter.

At the next annual meeting, the word “State” was deleted from Colorado State Division. All reference to State in the by-laws was changed to Division. Also, at this meeting, the first membership award for the greatest percentage increase in membership was presented to the Kachina Chapter of Pueblo.

Two other events of importance happened in 1956. The Royal Gorge Chapter at Canon City was installed, sponsored by Kachina Chapter, and on June 1, 1956, Columbine and Evergreen Chapters merged to

form the Denver Chapter.

The third annual meeting was held in Pueblo with Kachina Chapter as Host. The following year in September of 1957, it was announced that the chapters in the State of Wyoming would merge with the Colorado Division. (Colorado-Wyoming Division). In May 1959, the Montana Chapters joined the Division and at that point we became what we are know as today—the Colorado-Wyoming-Montana Division.

Time marches on—on June 22, 1963, the Riverton Chapter at Riverton, WY was installed, sponsored by the Teton Chapter. The tenth annual meeting was held at the Broadmoor Hotel, hosted by the Pikes Peak Chapter. On May 25, 1973, the Division installed the new Chapter in Missoula, MT with a total of 44 charter members.

We started with 8 chapters and now have 15—and this tale had its beginning with 294 members and now there are 741.



EFAM Banquet back row from left to right: Cheryl Sanfilippo, Renee Williams, Eileen Verosko, CPS, Carol Hardin, CPS/CAP, Gloria Viebrock
Front Row left to right: Linda Singer, CPS/CAP, Mary Lenhart, Paula O’Keefe, CPS/CAP, Patti Lovato, and Bobbie Pratts, CPS/CAP

Photo by: Jacqueline & Associates

Certification Corner

**Exam Dates
November 4 & 5, 2011
May 5, 2012**

**Deadline Dates
August 15, 2011
February 15, 2012**

For November 2011, the new exams will be administered on Saturday; select retake candidates till test Friday and Saturday. For May 2012, all exams will be administered on Saturday. Good luck to everyone that is signed up to take the November exam. Please let Eileen Verosko, CPS know.

Upcoming changes are that IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional (CAP). We will also offer a specialty in Organizational Management (OM). This goes into effect November 2011. If you hold a current CPS after November 2011 it will change to a CAP and if you hold a current CAP it will be changed to CAP-OM. We will be notified sometime around January 2012 when we will start to use our new ratings. This will come from Headquarters.

Writing The Winning Proposal

By: Susan Fenner PhD
IAAP Manager of Education and Events

How many times have we submitted an application or a proposal and then ended up disappointed that our write-up didn't get accepted? I bet more than we'd like to admit. Well, there are some things you can do to increase the likelihood that your submission will be the one that makes it all the way to the top.

Understand who is backing what. If you don't fit with the purpose of the group's grant, you won't be chosen. Know what appeals to them and use their language.

Write to the criteria. If they are looking to fund a women's group and provide free leadership training, make sure you indicate the predominance of females in your circle and why they desperately need the self-confidence to better themselves personally and professionally. Discuss what difference it could make to their families and how they could serve as community roles models.

Describe why your group is more worthy than others. It's not enough to want or need the funding. The provider is looking to see that this seed money will continue beyond the life of the award. They want to know that, by selecting your group, they will have invested wisely and the ROI is magnified. Will you take the information and train others? Will the recipients agree to be mentors?

Use numbers to your advantage. Don't make a request for a handful of recipients. If a program is being offered at no charge and you can only "guarantee" 10 attendees, you're out of the running. If this is an annual event and last year you only drew 8 people, why would they allow you to host this year's event? They want to reach as many as they can. Wait until you can prove you can pull it off before you apply.

Show outreach. Add to the recipient numbers by offering the event/outcome to people outside your group but still the target audience. Prove that you won't passively use the grant to meet your own limited needs, but that you will work hard to add to the numbers reached and justify the expenditure.

Be specific. Don't talk in generalities. Discuss who you'll reach, by what means, and how you'll guarantee high attendance. Past records of success can bolster your claims. If you have samples to show, all the better: invitations, press releases, pictures, etc.

Give more, rather than less. A one line, "We expect 30 participants." Isn't as forceful as "By opening the event to the 50 companies located in our office park and directly contacting each organization's HR Director, we feel confident that the audience size will easily (Continued on Page 17)



Sam Glenn "The Attitude Guy" (Key note speaker) started his presentation with drawing this picture with chalk. The night of our banquet this was auctioned off.

The most valuable gift a leader can give is a good example.



Montreal Canada

2012 Spring Conference - March 4-7, 2012, Las Vegas, NV

Save the Date:

2012 Spring Conference

March 4-7, 2012

Las Vegas, NV

Plus, back by popular demand March 4th Optional
Tech Session

We have over 2,500 beautiful rooms and suites, 86,664 square feet of casino space, seven outstanding restaurants, a sparkling outdoor swimming pool, a luxurious spa, state-of-the-art health club, full-service beauty salon, a unique variety of retail options and, of course, entertainment. Whether you're traveling on the Las Vegas monorail or their free shuttle that takes you to all the Las Vegas resorts, getting around during your stay is easy! Harrah's Las Vegas is located within minutes of McCarran International Airport.



One of Montreal's sun sets.

Harrah's Las Vegas

Take care of your first step to register for the 2012 Spring Conference and book your hotel room now for only \$129 per night! (*Plus tax)

Stay at this luxurious hotel at the heart of the Strip and discover the most exciting resort in Las Vegas.

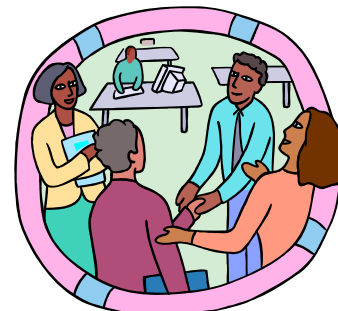
Make your reservations now for the 2012 Spring
Conference

***If you don't
decide to
succeed then
you have
already decided
to fail.***

New Members

Helen Albanese
Sheryl Lutch
Norma Richards

Cutting Edge Chapter
Cutting Edge Chapter
Cutting Edge Chapter



exceed 200.” The latter shows your commitment and outreach methodology.

Use only positive words. Look for adjectives and adverbs that imply a need, an enthusiasm, and an exceptional outcome. Now is not the time to be blah and bare bones.

If you don't want the largesse being offered, don't apply. If you can't hold the event on the live date or don't have the authority to commit for the group, let a more worthy opponent step up. You'll only end up looking bad and will keep the prize from someone who can meet the terms.

Practice with the submission form. Make sure there are no grammar mistakes or writing errors. If you can't create a credible application, why would the sponsor expect that you'd be any better executing if you were selected?

Do your homework. Find out who won the year before, contact them, ask to see a copy of their submission, solicit their help in applying. Whatever they did was successful. Follow their lead. Better to be right on target than doing your own thing and getting rejection.

Have others look at your submission and critique. You might not enjoy the feedback but the changes could put you over the top. If you can get input from someone within the sponsor group's ranks, all the better. They know what sells.

If you don't make the cut, ask for suggestions as to what you could change for next year's submission. If they know you are disappointed about the loss and determined to keep vying for the award, it bodes well for you.

Be a gracious loser. Thank the sponsor for allowing you to submit the application and indicate your appreciation for this wonderful opportunity/funding/etc. Send a note of congratulations to the winner and ask them for any “secrets” they might be able to share with you.

With a few new approaches, you can strengthen the possibility of being the recipient of any proposal you write. Be the one to present your story in such a way that you stand out from the competition and guarantee your success.

Would You Endure a Bad Boss?

Continued from page 10

- **The saboteur** undermines the efforts of others and rarely recognizes individuals for a job well done. This supervisor takes credit for employees' ideas but places blame on others when projects go awry. **Coping strategy:** Your job is to make your manager look good, but not at the expense of your own career advancement. Ensure your contributions are visible to others, including those above your boss in the organization, if possible. Keep track of your past projects and all communication with your supervisor, in case you ever need to defend your work ethic to senior management.
- **The mixed bag** is always a surprise. This manager's moods are unpredictable: He or she may confide in you one day and turn a cold shoulder the next. **Coping strategy:** Try not to take this kind of disposition personally. Stay calm and composed. When this supervisor is on edge, try to limit communication to urgent matters.

You're likely to encounter various work styles during your career. By making an effort to understand each other, even people with different work styles can coexist in a productive and peaceful workplace.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 315 locations worldwide, and offers online job search services at www.officeteam.com.

OFFICETEAM®

Specialized Administrative Staffing

A Robert Half Company

CWM Division Chapters

Book Cliff Chapter - Grand Junction, CO: www.iaap-bookcliff.org
Boulder Chapter - Boulder, CO: www.orgsites.com/co/boulderiaap
Cutting Edge Chapter - Virtual Chapter: www.cuttingedgeiaap.org
Denver Chapter - Denver, CO: www.orgsites.com/co/iaap-denver
Denver Downtown Chapter - Denver, CO: www.iaap-denverdowntown.org
HP Northern Colorado Chapter - Ft. Collins, CO
Mountain View Chapter - Ft. Collins, CO: www.orgsites.com/co/mvc-iaap
Old West Chapter - Cheyenne, WY: www.iaap-oldwest.org
Pikes Peak Chapter - Colorado Springs, CO: www.iaap-pikespeak.org
Rim Rock Chapter - Billings, MT: www.iaap-rimrock.org

www.iaap-co-wy-mt.org

To submit an article for the CWM Connection the deadline is December 15th. Send your submission to Carol Hardin CPS/CAP at Carol.hardin@honeywell.com



Colorado-Wyoming-Montana Division

2011—2012 IAAP Leadership

International Board of Directors

PRESIDENT

Tamra Goodall, CPS/CAP
H: (304) 757-9216
W: (304) 344-9744
tgoodall@wvha.org

PRESIDENT-ELECT

Karlenna Rannals, CPS/CAP
H: (949) 498-8037
W: (858) 756-6014
krannals@iaap-hq.org

VICE PRESIDENT

Judith Yannarelli, CPS/CAP
H: (843) 734-0120
W: (973) 449-8446
jjannarelli@iaap-hq.org

SECRETARY

Antoinette Smith, CPS/CAP
H: (314) 839-4789
W: (314) 233-8054
asmith@iaap-hq.org

TREASURER

Wendy S. Melby, CPS/CAP
H: (262) 391-9611
W: (414) 906-7197
wmelby@iaap-hq.org

Director, Great Lakes District

Tammy Pierce, CPS/CAP
H: (937) 879-3952
W: (937) 859-5121
tpierce@iaap-hq.org

Director, Great Lakes District

Tammy Pierce, CPS/CAP
H: (937) 879-3952
W: (937) 859-5121
tpierce@iaap-hq.org

Director, Canada District

Lina Veglia
H: (519) 241-6112
W: (519) 740-4517 ext. 4620
wmelby@iaap-hq.org

Director, Southwest District

Dortha Gray, CPS/CAP
H: (281) 856-2726
W: (713) 651-6302
dgray@iaap-hq.org

Director, Northwest District

Kristi Rotvold, CPS/CAP
H: (701) 235-1045
W: (701) 234-6091
krotvold@iaap-hq.org

Director, Southwest District

Dortha Gray, CPS/CAP
H: (281) 856-2726
W: (713) 651-6302
dgray@iaap-hq.org

Affiliate Representative

Leanne M. Fisher, GradCert Bus, JP, FAIOP,
HLM, AOP
(Australia)
H: 61-3-9744-6976
W: 61-3-8344-4721
lfisher@iaap-hq.org