



*Recipient of the 2011 Avery Dennison
Chapter Prestige Award!*

www.iaap-nashville.org

NASHVILLE CHAPTER IAAP

BULLETIN BOARD

VERSION 63, ISSUE 2

NASHVILLE CHAPTER BOARD

MARSHA GUPTON, CPS—PRESIDENT

VELMA LITTLEJOHN—PRESIDENT-ELECT

ELAINE McDOWALL, CPS/CAP—VICE PRESIDENT

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KIM BARNEY, CPS—TREASURER

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JEAN BRANDON, CPS/CAP—PARLIAMENTARY ADVISOR

INSIDE THIS ISSUE:

PRESIDENT'S CORNER	1
EXECUTIVE BOARD REPORT	2
SUNSHINE REPORT	2
COMMITTEE UPDATES	3
MEMBER INFORMATION	3
CHAPTER EVENTS	4
RESERVATION POLICY & MENU	4
NEW CAP AND CAP/OM EXAMS	5
DELEGATES REPORT—EFAM 2011	6 & 7
ALTERNATES REPORT—EFAM 2011	8 & 9
CHAPTER OF EXCELLENCE LETTER	10
TENNESSEE TITANS PAGE	11
INTERNATIONAL PRESIDENT GOODALL'S MESSAGE	12
INTERNATIONAL PRESIDENT RAMSAY-DROW'S MESSAGE	13
ADS	14
AD FORM PAGE	15

President's Corner—Marsha Gupton, CPS



We have had some extremely hot days this month. Nashville Chapter IAAP is **HOT** too. Our new year has just begun but many good things are happening. In this issue of *Bulletin Board*, Velma Littlejohn has her delegate's report from EFAM. From everything I have heard and read it appears that the 2011 EFAM was a great success.

Velma Littlejohn, on behalf of the Nashville chapter, accepted the Avery Prestige award for us in Montreal. We received a check for \$3,000 to be used for educational purposes.

We have completed one of the required criteria for Chapter of Excellence for 2011-2012 in that we sent a delegate and alternate to EFAM. We have recruited two new members, Evon Wood with Watkins College of Art, Design and Film and also Cathy Kelly with Office Team.

TITANS GAMES - No doubt, you have received the many emails I have sent asking for volunteers to work the Titans games. Nashville chapter has a merchandise booth at the club level and we work all the home games plus the Music City Bowl and one additional game. This is the main fundraiser for our chapter. We receive a percentage of the

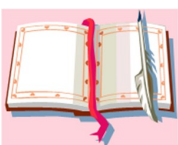
sales from our booth each game that we work. This money helps fund the programs and projects and the ongoing operating expenses of our chapter. Some of us are unable to work these games due to various health issues; however, if you can possibly help out, please contact me. We need one more person for the August 13th game and two more for the August 27th game.

Nashville Public Television (NPT) – This month, we will also be returning to help at NPT in answering the phones on August 17th. If you can volunteer for this, please contact Sandra Reilly. We will need 12 volunteers.

Second Harvest Food Bank – Thank you for your donations to Second Harvest Food Bank. Thanks to your efforts, we donated 34 lbs. of food.

Our program this month is called **“Why My Resume Isn't Working?”** This will be presented by Bill Karlson. One re-certification point will be awarded. Bill Karlson is an author, award winning professional communicator and is listed in Who's Who of Professional Speakers. He's a member of the International Federation of Speakers and past president of the National Speakers Association, Tennessee chapter.

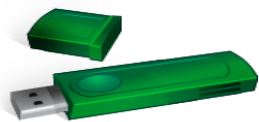
“Success is simple. Do what's right, the right way, at the right time.” ... Robert Glasgow



It is Written - Honoring the Past With a Vision to the Future

Newsletter Editor

Gladys Carr, CPS
Gladys.carr@tn.gov
741-9005



EXECUTIVE BOARD REPORT — AUGUST 2011

The following items will be brought before the Chapter during the August Chapter Meeting.

1. The Board approved Shelby Ellis, CPS/CAP as Chair of the Historical Committee.
2. The Chapter Bylaws state that under the duties of the Treasurer that a budget is to be completed at the August meeting. The Board recommends to the Chapter that the 2011-2012 proposed chapter budget be presented for approval at the September meeting.
3. The board approved the chapter programs for September and January.
4. The Board approved the membership committee's plans for the new member orientation.
5. The Board approved the Community Activities plan for NPT.

SUNSHINE



Gladys Carr, CPS had rotator cuff shoulder surgery on July 13th.

Kriste Lanius has a lateral meniscus tear and is waiting to hear if she will have to have surgery.

Yvonne Sawyer, CPS/CAP has a ruptured achilles heel.

Elisa McDole, CPS is recovering from knee surgery.

COMMUNICATIONS WITH CHAPTER MEMBERS

- ◆ Whenever an email needs to be sent out to the entire membership, please send the email to President Gupton and she will send out to the chapter. The only exception would be the meal reservations email that the chapter Vice-President sends out.
- ◆ The email subject line will have IAAP and then the subject in the subject line.
- ◆ In the body of the email I will indicate that this is being sent out on behalf of committee chair and name of committee.
- ◆ This way everything is funneled through one central source.

Committee Page

Committee Chairs

If you have not submitted your budget requests, please send them to your board contact with a copy to Kimberly Barney, CPS - Chapter Treasurer at kimberly.barney@tn.gov

MEMBERSHIP COMMITTEE

Are you a new member? Have you been installed yet? If you have not been installed, please contact membership chair, Shelby Ellis, CPS/CAP, at shelby.ellis@renaissancehotels.com

MEMBER INFORMATION UPDATES

NEW MEMBERS:

Evon Wood

Assistant to the Vice President for Institutional Advancement
Watkins College of Art, Design & Film
2298 Rosa L. Parks Boulevard
Nashville, TN 37228
(phone) [615.277.7402](tel:615.277.7402)
(fax) [615.383.4849](tel:615.383.4849)
ewood@watkins.edu

Cathy Kelly

OfficeTeam
Staffing Manager
315 Deaderick Street, Suite 1500
Nashville, TN 37238
(615) 292-4600 - work
(615) 330-3997 - Mobile
cathy.kelly@officeteam.com
www.officeteam.com

Please delete the following members from your roster:

Elizabeth Craft
Jessica McDougal
Benita Walker transferred to Member-at-Large



AUGUST BIRTHDAYS

MARSHA GUPTON, CPS - 10TH
REBECCA WOGAN, CPS - 10TH
LUCILLE RAGAN - 13TH
CAROL WHITED, CPS/CAP - 27TH

SEPTEMBER BIRTHDAYS

DEBRA HENDERSON, CPS - 4TH
KIM CAUDELL - 7TH
KIM BARNEY, CPS - 9TH
GLADYS CARR, CPS - 10TH
KAREN SWOOPES - 25TH
WANDA CLAYBROOKS, CPS - 26TH



AUGUST PROGRAM

AUGUST 16TH

CHAPTER PROGRAM:

IS YOUR RESUME WORKING FOR YOU

PRESENTED BY: BILL CARLSON



IMPORTANT DATES FOR 2011

AUGUST 17TH — NPT

SEPTEMBER 5TH — LABOR DAY

SEPTEMBER 20TH —CHAPTER MEETING

SEPTEMBER—(DATE TBD) DIVISION LEADERSHIP CONFERENCE

OCTOBER 18TH —CHAPTER MEETING

NOVEMBER 6TH— DAYLIGHT SAVINGS TIME ENDS

NOVEMBER 11TH — VETERANS DAY

NOVEMBER 15TH — CHAPTER MEETING

NOVEMBER 24TH — THANKSGIVING

DECEMBER 20TH — CHAPTER MEETING

DECEMBER 25TH — CHRISTMAS

AUGUST MENU

Our next chapter meeting is Tuesday, August 16, 2011. Please note that cancellations, guest reservations and alternate meal requests are due no later than Thursday, July 11, 2011, at noon. Please e-mail me at elaine_mcdowall@gspnet.com or contact me at 615-739-4933.

If you are currently on the "standing cancellation" list, or if you have already cancelled for this month, there is no need to reply. **Please note that if you do not cancel your reservation before the deadline, you will be invoiced \$22.00 for the meal cost.**

We will be meeting in the Cumberland View Room at the Gaylord Springs Golf Links on Brownwood Drive just off of McGavock Pike.

Bill Carlson will present a program on "Why My Resume Isn't Working".

MENU

TRADITIONAL CRISP ICEBERG WEDGE
CRISP BACON, CRUMBLD BLUE CHEESE, SHREDDED CARROTS,
TOMATOES, CUCUMBERS, MAYTAG BLUE CHEESE DRESSING

PAN SEARED CHICKEN BREAST, GREEN OLIVE AND LEMON SALAD,
OREGANO, FIVE GRAIN PILAF, ROASTED TOMATO EMULSION

ALTERNATE MEAL - VEGETARIAN

KEY LIME PIE WITH GRAHAM CRACKER CRUST, TOASTED MERINGUE,
RASPBERRY COULIS

ALTERNATE DESSERT - FRUIT CUP

DINNER RESERVATION POLICY

DINNER MEETINGS ARE HELD ON THE THIRD TUESDAY NIGHT OF EACH MONTH. RESERVATIONS MAY BE MADE BY CONTACTING ELAINE MCDOWALL, CPS/CAP. E-MAIL: elaine_mcdowall@gspnet.com, OR BY PHONE: **615-739-4933** NO LATER THAN NOON ON THURSDAY PRECEDING THE MEETING DATE.

CANCELLATION POLICY:

ALL MEMBERS HAVE STANDING RESERVATIONS. RESERVATION MUST BE CANCELLED BY NOON ON THURSDAY PRECEDING THE MEETING DATE OR YOU WILL BE BILLED FOR THE DINNER.

THE NEW CAP AND CAP-OM EXAMS

By: **Debbie Green, CPS/CAP**

The changes from the CPS exam to the new CAP exam are very exciting. The new CAP exam will be a one part exam of 350 multiple choice questions on the first Saturday mornings in November and May. It is a four and one-half hour exam compared to the three-part, all day exam previously given. The CAP-OM, replacing the CAP exam, will now be given on Saturday afternoon instead of Friday afternoon. It will remain 175 scenario-based multiple-choice questions.

There are eight areas of study in the CAP exam: Communication, Organization and Planning, Information Distribution, Records Management, Physical and Information Resources, Document Production, Financial Functions, and Human Resources. The exam has some additional topics: networking, customer service, cash and banking transactions. Contracts have been eliminated from the exam; and there will be less accounting and less highly technical computer subjects, such as topologies. Most information from the previous exam will remain on the new exam.

The CAP-OM exam information focuses on the four areas of the previous exam plus the eight areas of the new CAP exam: Organizational Planning Advanced Administration, Advanced Communication, and Team Skills. Some of the information within these four areas will be new, but the exam will basically cover most of the same information.

At present we are not offering the CAP or CAP-OM classes at Nashville State Community College, but are offering them online through the Tennessee Board of Regents. There are several reasons we decided to do make this change. It is easier to study at your convenience, saves on gas, not being gone from home two nights a week, and if you have children – no babysitter. Also the teacher does not have to leave home! She is easy to find if you need her; just pick up the phone and call her.

The CAP course is divided into two parts, CAP I and CAP II, which breaks the eight areas into four sections for each part. All information needed for studying for the exam including tests is inside each course. For information on the courses, go to www.rodpc.org. Click on

ROCE on the top banner, which will direct you to the ROCE courses and the CAP and CAP-OM courses or contact Debbie Green, CPS/CAP at djwest1@bellsouth.net.

The following textbooks have been added to the chapter library, which were listed in the IAAP Study Guide to help anyone studying for the CAP or CAP-OM. Prentice-Hall is not writing review textbooks for the CAP and CAP-OM courses. You can purchase CDs for Metcalf for studying at www.cpsreview.com.

Business Communications. Shwom, Barbara and Lisa Snyder. Prentice-Hall. 2012.

College Accounting. Dansby, Robert. EMC Paradigm. 2002.

Computers are Your Future. LaBerta, Catherine. Prentice-Hall. 2012.

Computer Science, 11th Ed. Brookshear, J. Glenn. Prentice-Hall. 2011.

Developing Managerial Skills in Organizational Behavior. Mainiero, Lisa and Cheryl Tromley. Prentice-Hall. 1994.

Guide to Presentations. Russell, Lynn and Mary Munter. Prentice-Hall. 2011.

Human Resource Management, Dessler, Gary. Prentice-Hall. 2011.

Management, 11th Ed. Robbins, Stephen and Mary Coulter. Prentice-Hall. 2012.

Office 2007. Shelley Cashman Series. Course Technology. 2008.

Organizational Behavior, 14th Ed. Robbins, Stephen and Timothy Judge. Prentice-Hall. 2011.

Strategic Management, 13th Ed., David, Fred. Prentice-Hall. 2011.

Strategic Management Concepts, 13th Ed., David Fred. Prentice-Hall. 2011.

Understanding Technology. Fuller, Floyd and Brian Larson. EMC Paradigm. 2005.

EFAM-MONTREAL REPORT - JULY 24-28, 2011

By: Velma Littlejohn

I believe I can speak on behalf of Linda Matthews, CPS, to express our thanks to the Chapter for allowing us to represent you at the 2011 EFAM. It was an interesting and learning experience for both of us.

IAAP BUSINESS

Final report of 1,018 attendees registered, with 228 “first-timers” and 315 delegates and 200 proxies eligible to vote. Introductions were made which included Frances Jakes (charter member and first president of the Murfreesboro Chapter) as attending her 47th consecutive International meeting. Candidates for International officers were introduced and allowed to speak for two minutes. Pat Row, CPS/CAP (Oak Ridge) was nominated from the floor as Trustees for the Retirement Trust Foundation (RTF).

International President Mary Ramsey-Drow reported on the year, with her theme “Passion & Purpose.” Some excerpts: “With passion and purpose you can become influential in a positive way—you create a ripple effect: if you act with passion & purpose, you have a greater impact than yourself. Your passion for what you do and the purposeful way about which you do it can inspire others.” She also indicated that there has been a lot of talk about changing the culture of IAAP that is longstanding and steeped with tradition. Neither is bad, but at this point we need to examine everything and see what needs changing and what we need to emphasize. This is on-going and difficult decisions will have to be made. One change she mentioned that is in the infancy stage, is the change of certification, ending with only one designation – CAP. We will learn more about these changes in coming months.

Many of us met President Mary at the Tennessee Division meeting, and she is a delight, with an amazing sense of humor. It was a distinct honor to walk across the stage and accept the Avery Chapter Prestige Award and check for \$3,000 for Nashville Chapter.

Voting polls opened Tuesday morning, with results announced, and officers installed at a Tuesday afternoon business session. For the first time in years, the Southeast District did not have to do a second, or third vote for the District Director. Doris Goode, CPS/CSP from Memphis won overwhelmingly on the first ballot – and was definitely the best of the three running. Pat Row, CPS/CAP won handily for the RTF. Incoming president is Tamra Goodall CPS/CAP, Southeast District, West Virginia Division.

Bylaws: The most controversial Bylaw amendment was proposed by the International Board that any Chapter must have

at least 15 professional members to continue or be disbanded. Motion was amended to change “15” to “10” and add “Professional or Merited” members. Heavily debated “for” merited members (for which I am grateful). The amendment substantially passed. However, the original motion, as amended, substantially failed, to thunderous applause. The motion to allow a division to nominate no more than two qualified members to International office, was amended to say “may nominate only one” and the motion was passed, as amended. All other amendments to Bylaws and RTF bylaws were approved, with minor correlation changes.

Retirement Trust Foundation report stated the RTF was very financially stable, with money available to assist retired admins with housing, but with no current applications for same. Therefore, the RTF is asking chapters not to focus on fundraising this year. We will be hearing more about the Foundation’s goals in the coming months.

The announcement having already been made, Executive Director Don Bretthauer CAE, gave his departing speech, focusing on the accomplishments of IAAP during the past 10 years, and wished us continued success in the future. The International Board will be concentrating on interviewing and hiring a new Director when Don departs the end of December.

2012 EFAM will be held at the Gaylord Texas Resort in Grapevine, Texas, July 22-25. I encourage members to start saving their pennies (or dollars) and try to attend one of these meetings. It is an experience you will never forget, and you will want to continue to attend in years to come.

OFFICE EXPO

Exhibitors were down considerably this year with 23, a little more than half the usual number. This provided more moving space than in years past, and we picked up lots of samples and information.

KEYNOTE SPEAKERS

Leadership Luncheon—“Lead, Follow or Get Out of the Canoe.” Speaker—Bob Abrames, As I said on my evaluation form, this speaker may have had some good points. However, the acoustics in the cavernous room with no ceiling, and the fluctuations in the volume of his voice, I (as well as a lot of other people) could not understand much of what was said. What little I took away from this speech is that it is hard to teach anyone something they think they already know. It takes teamwork to accomplish a goal, very much like paddling a canoe – everyone must pull their own weight. (We all pretty much knew that already!!)

Continued on Page 7

EFAM-MONTREAL REPORT - JULY 24-28, 2011

Continued From Page 6

Clinton Kelly hosts the TV show *“What Not to Wear.”* (A lot of people will not like many of his comments, so be forewarned!) Excerpts: if you are smart and good at what you do, you have to give that impression with what you wear. First impressions: **A)** Frumps who have forgotten themselves by giving all their attention to others, fade into the background, not a good role model for children. **B)** Sluts who work it to get everyone to look at them. **C)** Freaks who wear or do anything to get as much attention as possible, think wild-colored hair, piercings, massive tattoos, thigh-hugging skirts, Goth makeup, etc.

Mr. Kelly listed the top 10 questions he is asked by women. This involved a lengthy discussion on jeans, the many types, what fits your body best. If you wear panty-hose, pick a color close to your skin tone to look like you are, or are not, wearing them. If you have a small budget for clothes, consider that style matters more than fashion, how they fit and accessories. First think of age appropriate, situation appropriate, and then expense. To find age appropriate dress, check trends in the stores. Does the garment show too much skin at the top (keep the “girls” covered in a professional situation); does it show too much leg, especially when sitting; toss out anything that shows a belly-button ring; and finally, would a “hooker” wear this?? All could be pretty off-putting for professionals, and mature professionals in particular.

Sam Glenn, “A Kick in the Attitude: Recharge Your Team, Work and Life.” Great presentation from a man who lost everything and ended up on the streets. One individual held out a hand to him, and the story goes up from there. He is an artist, who painted a large canvas while talking about how to energize your work and life to achieve positive results, and make a happier, more positive you. Mr. Glenn gives motivational speeches across the country. (At the closing banquet, the painting was auctioned off for the R&E Foundation, and sold for \$4,000!)

WORKSHOPS

I attended the following workshops. “The Power to See Ourselves as Others See us” by Rebecca Page, which was enlightening and fun. We all fall into four categories, determined by the age of six. I thought I was a Relater (kind, caring, helpful, all people equal, positive, crave peace and harmony at a cost to themselves), but discovered I could also be a Socializing (fun, festive, creative, challenging, big picture builders, speak

elaborately and direct.) I think I have characteristics of both, even though Rebecca says that is not possible. I am who I am!

“Avery Software Solutions,” which I thoroughly enjoyed. I learned about the “Avery Wizard” that can be down-loaded for free, and which will be a great help to me in many areas.

“Changing Places, Changing Faces: Admins in the Global Workplace,” by Merelle Rodrigo, which was not anything as I expected. I thought it would be more technical in dealing on an international level. However, it centered on dealing with different cultures of other countries, their personalities, customs and different ways of handling business matters. Very enlightening.

“Reduce Your Stress with Music and Humor” by Merelle Rodrigo. I love music and love to laugh, so this was an interesting session. The speaker had everyone on their feet dancing to the music, and laughing at ourselves. Stress can affect your work performance and music can be very soothing if you are under stress, or send you over the edge! Pick the right one!

SUMMARY

I had not attended this event since it was changed to EFAM. There were a lot of differences, most of which I thought was positive and refreshing. I renewed acquaintances from the across the country that I had met many years ago, and was exhilarated by the entire experience. Thank you!



EFAM-MONTREAL REPORT – JULY 24-28, 2011

By: Linda Matthews, CPS
Nashville Chapter Alternate Delegate

I would like to thank Chapter President Gupton and the Chapter members for the opportunity to serve as your 2011 Alternate Delegate at EFAM. It was an exciting event – four days packed with business sessions, workshops and great networking on the chapter, division and international levels.

Nashville Chapter Delegate, Velma Littlejohn, has presented her detailed report on all the happenings at EFAM; however, I would like to make some brief comments on the three speakers and the workshops I attended.

Speakers – The leadership luncheon speaker and two keynote speakers each presented essential information for our professional and personal success: teamwork, dress for success and attitude.

Teamwork – Speaker Bob Abrames told about his journey with five men and three women who had to lead, follow and paddle a 750 pound, 26 foot birch-bark canoe from Montreal to Winnipeg in less than 100 days. This had to be accomplished without any modern conveniences – recreating travel and conditions back in the year 1806. Each person had a particular strength to contribute to the team and, in working together, they accomplished their goal in completing the trip.

Dress for Success – Clinton Kelly stated that the image you project in the office is important from how you dress to the quality of work you produce. It's important not to skimp on quality, but to improve your look, your image and your career by spending your budget on classic quality items that will last.

Attitude – Sam Glenn “the attitude guy” spoke on re-charging your attitude to get positive results. Some points he stated were:

- Lighten up – develop a good sense of humor – collect humor and share it – humor refreshes the attitude.
- No one can change your attitude but you.
- Read a positive quote every day and share it.

Workshops – I attended the following five workshops:

Avery Software Solutions - The presenter introduced and demonstrated some of Avery's new products – templates to design and format mailing labels, file tabs and mail mergers (available at www.avery.com) – there are also new file dividers, folders and binders.

Gini Courter & Annette Marquis (from TRIAD Consulting) were back for their 11th year to present their workshops to IAAP.

Getting the Most Out of Office 2010 – presented by Gini Courter

This session covered the new and improved features for Calendar, E-mail, Word documents, Excel and PowerPoint.

Move to the Cloud with Google – presented by Annette Marquis

Considering the large turnout for this session, there were very few participants who were users of the Google Apps Suite. As stated in the course handout, Google Apps give you a toolbox of incredibly powerful tools that makes your productivity soar but, they take some getting used to. The four most commonly used Google Apps are: Gmail, Calendar, Docs and Sites.

Raise Your Profile in the Workplace - This was a very interactive workshop and one I thoroughly enjoyed. The presenter discussed nine strategies that will help you gain recognition in the office.

EFAM-MONTREAL REPORT - JULY 24-28, 2011

Continued From Page 8

1. Get a mentor
2. Share ideas and solutions
3. Volunteer
4. Nurture informal communications
5. Give Presentations
6. Become an expert (i.e., MicroSoft Office)
7. Track your accomplishments
8. Maintain a positive attitude
9. Ask questions

Each strategy had an exercise for the participants (sometimes individually or in a small group setting) to determine what action items you would take to achieve each strategy and then develop an overall action plan.

Tech Tools for Innovative Admins - The presenter described numerous free Web-Based Resources such as:

File Sharing, Photo & Video Sharing, Social Networking, Meeting Coordination and Presentation Sharing.

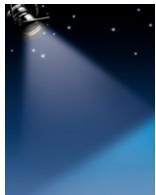
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Summary

Attending EFAM, along with President-elect Velma Littlejohn, Florine McCandless, CPS, and Jean Brandon, CPS/CAP, has been a wonderful experience. What I have learned will benefit me on the job, as a member of IAAP and personally.

Thanks again!!

Linda



The Spotlight Is On YOU! The Board of Directors

You have been elected by your members to serve on the Board of Directors. **Now what?!**

Can you imagine how long Chapter/Division Meetings would be if we did not have an Executive Board? Have you every really thought about this? They would last hours. Like bring your sleeping bags!

Your Board members handle a lot of “**behind the scenes**” work. They review all committee plans, prepare the yearly budget, review financial information, set goals, plan educational opportunities , etc.

The Board is authorized to act on behalf of the Chapter/Division. Their authorization comes from the Bylaws. The Board has to make decisions about complex and very often

difficult decisions. All decisions they make are in the best interest of the membership.

When you agree to accept a nomination for a position on the board of directors you are, in effect, agreeing to go along with the decisions of the board. Remember – **What happens in the board meetings – stays in the board meetings.** You should never discuss who voted how on items the board is considering.

You are the spark – Without your light, the others will sit in the dark.

(information gleaned from “The Spotlight Series published by The National Association of Parliamentarians”)

08/07/2011 13:40

615-253-0808

LABOR CALL CENTER

PAGE 01



2010-2011
International Board of Directors

July 7, 2011

Mary Ramsay-Drow, CPS/CAP
President
Oak Creek, WI

Tamra L. Goodall, CPS/CAP
President-Elect
Hurricane, WV

Karlena Rannals, CPS/CAP
Vice President
San Clemente, CA

Antoinette Smith, CPS/CAP
Secretary
St. Louis, MO

Judith A. Yannarelli, CPS/CAP
Treasurer
Longs, SC

Sharon Butler, CPS/CAP
Director
Canada District
Knoxville, ON

Woody S. Melby, CPS/CAP
Director
Great Lakes District
Sussex, WI

Bianca M. Constance
Director
Northeast District
Englewood, NJ

Kristi Rotvold, CPS/CAP
Director
Northwest District
Fargo, ND

Virginia S. Boyd, CPS/CAP
Director
Southeast District
Abbeville, SC

Dortha W. Gray, CPS/CAP
Director
Southwest District
Houston, TX

Leanne M. Fisher, GradCert Bus
Affiliate Representative
Victoria, Australia

Executive Director

Donald W. Bretthauer, CAE
Kansas City, MO

Dear Nashville Chapter:

Congratulations on becoming a 2010-2011 Chapter of Excellence. Obtaining this distinction is not an easy task and your dedication to the principles of the Pathways to Excellence program is to be commended.

Working towards achieving Chapter of Excellence has a domino effect. Your Chapter's *Passion & Purpose* extends from current members to future members and leaders. It paves the way to a viable and strong association and provides professional growth and leadership skills for IAAP's administrative professionals.

Enclosed is the 2010-2011 appliqué with instructions for applying to the Chapter of Excellence banner. In August, banners will be shipped to those chapters that received this distinction for the first time in 2010-2011.

Congratulations again on being a 2010-2011 Chapter of Excellence.

Sincerely,

Mary Ramsay-Drow, CPS/CAP
International President

Enclosures

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

World Headquarters
10502 NW Ambassador Drive
PO Box 20404 • Kansas City MO 64195-0404
Tel 816.891.6600 • Fax 816.891.9118
E-mail service@iaap-hq.org • Website www.iaap-hq.org

Are You Ready For Some Football!

WANTED!

VOLUNTEERS for TITANS GAMES

WHY VOLUNTEER?

- ◆ FUN WHILE WORKING
- ◆ BE A PART OF THE GAME CROWD
- ◆ FREE MEAL
- ◆ GET TO KNOW OTHER CHAPTER MEMBERS
- ◆ HELP RAISE MONEY FOR CHAPTER

FOUR VOLUNTEERS NEEDED PER GAME

**FIRST GAME SATURDAY, AUGUST 13
CONTACT MARSHA GUPTON, CPS IF YOU CAN WORK.**



TENNESSEE TITANS SCHEDULE

Saturday	August 13	Pre-Season Titans vs MN Vikings
Saturday	August 27	Pre-Season Titans vs New Orleans Saints
Sunday	September 18	Titans vs Baltimore
Sunday	September 25	Titans vs Denver
Sunday	October 23	Titans vs Houston
Sunday	October 30	Titans vs Indianapolis
Sunday	November 6	Titans vs Cincinnati
Sunday	November 27	Titans vs Tampa Bay
Sunday	December 11	Titans vs New Orleans
Sunday	December 24	Titan vs Jacksonville

We still need volunteers to work the Titans games!

INTERNATIONAL PRESIDENT GOODALL'S MESSAGE

TO DIVISION AND CHAPTER PRESIDENTS, VICE PRESIDENTS AND PRESIDENTS-ELECT:

Wow! I'm still recovering from my time in Montreal. I'm sure those of you who attended are doing the same thing. At EFAM we're up early and go to bed late with activities packed in every hour of the day. I enjoyed something different about this year...no, I'm not talking about giving the incoming president's speech, although I did enjoy that. I'm thinking of my husband, Mark, who joined me for EFAM for the first time this year. This was also the first time he'd ever spoken to a crowd that big. Last month held a lot of firsts for the Goodall family.

Now I'm home and back at work at the West Virginia Hospital Association, gearing up for our own conference. In my day job I work for an association and I help get everything organized for our annual conference so I know how much work goes into it. Thanks to everyone who helped this year—staff and all the volunteers! Connecting with members is always a highlight of every EFAM. I'm already thinking about EFAM 2012 in Grapevine.

It's official! We're Making the Leap to Remarkable. If you need the international theme logo, we have one for you. Just visit the web community and go to the [International Library](#). It's in the "Logos" folder.

Since this is the beginning of a new IAAP year, it's a good time for leaders in the association to review the [IAAP Process Plan](#). It's a fluid document, something we review and update every year. If you haven't read it already, or if it's been a while, take a few minutes to look it over. You may get a fresh understanding about our Leap to Remarkable.

Congratulations go out to everyone that participated in last year's Pathways to Excellence program. I'm excited to see the numbers up this year. Good job to everyone that participated. Here are the final tallies for 2010-2011:

Members of Excellence – 1,602 up from 1,488 last year

Chapters of Excellence – 212 up from 199

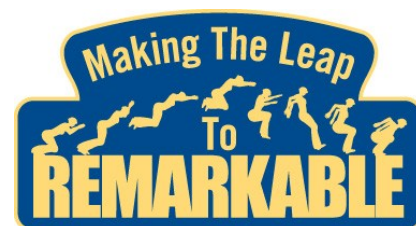
Divisions of Excellence – 25 up from 20

To complete the year, audits on submissions need to be done. Those who are randomly chosen for an audit will be notified by August 15 and you will have until August 31 to return program verification to the auditors. If you are chosen, all the information on procedures will be spelled out for you so you'll know exactly what to do.

[Fall Conference](#) registration is open and filling up fast. This is our final Fall Conference and it's going to be an excellent one in beautiful San Diego. Join us Oct. 9-12 at **Fall Forward: Hot Topics for Tomorrow's Workplace**. You can also sign up for an optional Sunday workshop from Annette Marquis of TRIAD Consulting. Learn the latest in Microsoft Office, Google apps and how to combine the two for expert proficiency.

Thank you for making the leap to serve as an IAAP leader this year. As leaders, you are helping to shape the future of IAAP. Let's do it together this year by Making the Leap to Remarkable.

Tamra Goodall, CPS/CAP
International President



INTERNATIONAL PRESIDENT RAMSAY-DROW'S MESSAGE

TO CHAPTER AND DIVISION PRESIDENTS, VICE PRESIDENTS AND PRESIDENTS-ELECT:

As I write my last president's message to the leadership of our association, I want to share with you that I've been where you've been. I started out on a journey years ago serving in a variety of roles in my local chapter and my division. I've been a treasurer, corresponding secretary, vice president, chaired committees and more before serving on the international board. I understand the hard work, sometimes thankless, that goes into leadership at any level. If you haven't heard it in a while, thank you for your service to IAAP during this Passion and Purpose year.

I started out as international president with a great passion for our association and I leave with the same passion. As Tamra Goodall, CPS/CAP takes over in a few weeks, I am confident that the gains we've made this year, and in years past, will continue.

On behalf of the IAAP International Board and Don Bretthauer, CAE, I'm announcing that Don will be leaving the association after his current contract expires December 31, 2011. Don will have been with IAAP for nearly 10 years at the time of his departure. While Don is proud of his accomplishments since joining IAAP in April of 2002 as executive director, he told me he's excited at the prospects to apply his experience and expertise to advance another association. We wish him well.

I asked Don for a few words to put in this message: "I am extremely proud of the advancements that have been made by IAAP, especially over the last three years or so. We have also been diligent in overcoming recent significant challenges created by the economy. I firmly believe that I am

leaving IAAP in a much better place. I am especially grateful for the talented staff and the exceptional leadership that have worked so well together over the past several years. I look forward to taking the experience I have gathered to help advance the future success of another association."

On behalf of the board, we thank Don for his service to IAAP and for his efforts to help guide the association through some difficult times. Don has served with several past international presidents and I am sure that I speak for them when I say that Don has provided exceptional leadership of the staff and has been a true partner in leading the association since he came to IAAP in April of 2002. The international board will begin conducting a nation-wide search to fill the executive director position.

We just ended the final quarter of our fiscal year. Here is the [Year End Financial Update](#). In spite of the sluggish economy and recovery, the budget has seen a vast improvement.

It's been an honor serving as your international president this year. I look forward to seeing many of you in Montreal next week.

Mary Ramsay-Drow, CPS/CAP
IAAP International President





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NASHVILLE CHAPTER IAAP BULLETIN BOARD AD FORM

The Nashville Chapter IAAP is accepting ads to be placed in our chapter newsletter which is sent to our members, student chapter members, potential members and our Executive Advisory Board plus is on the IAAP International Website and our chapter website. The circulation is approximately 150 people plus the website circulation (*over 66,000 IAAP members*).

Ads may be placed by the month or by the year. Below is the pricing for the ads.

AD RATES	ONE ISSUE	TWELVE ISSUES
Full-Page	\$50.00	\$300.00
Half-Page	\$30.00	\$150.00
Quarter-Page	\$ 20.00	\$ 75.00
Business Card	\$ 5.00	\$ 25.00

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