



**2010-2011  
Chapter  
Officers**

President  
Kim Stafford CAP

Vice President  
Rhonda Miller CAP

Recording  
Secretary  
Donna Chipman  
CPS/CAP

Corresponding  
Secretary  
Pat Whitesel CAP

Treasurer  
Sandy Korfanta  
CPS

May 2011

Volume 8, Issue 10

## The Key Page



# Sara-Keys Chapter Newsletter

## **President's Corner** by Kim Stafford CAP

April was the month to recognize Administrative Professionals. Our Chapter was recognized by the Sarasota Board of County Commissioners with a proclamation on April 12, 2011. We also received recognition during an interview on a local radio station on April 18, 2011. And then our Chapter had a wonderful Administrative Professional's Day event on April 19, 2011. We learned how to create the WOW for your company, your career and your life.

Some highlights from the event:

- ❖ Don't be afraid to take some risks. Stand out from the pack!
- ❖ Innovation and creativity are essential for any kind of forward progress
- ❖ Watch for opportunities to help – and shine!
- ❖ Failure is not an option
- ❖ Change your self image – Maintain a positive attitude

Sandy Geroux was our speaker and what a dynamic speaker she was. She held our attention and even sang for us. She had great stories that were significant to her topic. Here are a few inspirational quotes from her presentation.

*There are always two choices, two paths, to take. One is easy...and its only reward is that it's easy. – Author Unknown*

*Care more than others think is wise  
Risk more than others think is safe  
Dream more than others think is practical  
Expect more than others think is possible  
- Author Unknown*

I hope you had a great Administrative Professionals week/day and received the recognition that I know each and every one of you deserve.



## Sara-Keys Chapter ♦ Sarasota, FL

4-38-270

April 5, 2011

Board of Directors  
Sara-Keys Chapter, IAAP

The Nominating Committee is pleased to report that the following members have accepted nomination for election to the 2011-2012 term:

President	Kimberly Stafford, CAP
Vice President	Donna Chipman, CPS/CAP
Corresponding Secretary	Richard Musior, CAP
Recording Secretary	Patricia Whitesel, CAP
Treasurer	Kathleen Hall, CPS/CAP

The Committee nominates these members for the positions listed and requests the Board publish/announce the slate twice before the May election meeting as required by our bylaws.

Thank you for the opportunity to serve the Chapter as your Nominations Committee.

Rhonda Miller, CAP  
Committee Chairman

Kathleen Hall, CPS/CAP

Pamela Gleason, CPS/CAP



## Ways and Means Baskets

The next event where we will be providing a Ways and Means basket is for the Florida Division Annual Meeting (FDAM) in Gainesville. The Board has been discussing various ideas for raising funds. We are still in need of items for future Ways and Means baskets. So if you have items that you wish to donate, please bring to our monthly meetings.

## May Chapter Meeting

*Sara-Keys Chapter Meetings are held the third Tuesday of each month*

*RSVP by noon on Friday, 5/13 to Pat Whitesel CAP at [pwhitesel@gmail.com](mailto:pwhitesel@gmail.com)*

**Date:** May 17, 2011

**Time:** Networking at 6:00 p.m.  
Dinner at 6:30 PM  
Program at 7 PM

**Location:** Holiday Inn – Lakewood Ranch  
6321 Lake Osprey Drive  
Sarasota, FL 34240  
Phone: 941-782-4400 for directions

**Program:** *Microsoft Tips and Tricks*

**Cost:** \$15.00 per person



*Please remember that if you RSVP for the meeting and need to cancel, please do so by noon on 5/16; otherwise, you will be responsible for payment of your dinner.*

## **Meeting Recap** for April 19, 2011

- The Administrative Professionals Day event took place of the regular chapter meeting.





## **Florida Division Egroups**

Kathleen Hall CPS/CAP mentioned during the February 15<sup>th</sup> meeting that she had received an email from Florida Division noting that only seven members have registered to participate in the Florida Division egroups. She encouraged everyone to register as the Chapter could receive a point towards the “*Chapter of Excellence*” award depending on the number of members registered. If you wish to participate, follow these steps to register:

1. Click on the following link: <http://www.iaap-sarakeys.org/IAAPHQ/SaraKeys/Home/Default.aspx?C=4783f2d7-76fd-48d9-8806-9155adb298e4&CLK=1ed2d150-76e6-46bf-b8c9-c2f9e502ebd6>
2. Look at the top right and click on: “**Login to see members only content**”
3. Log into the site using your username and password
4. Once logged in you should be back at the “Sara-Keys” home page
5. Click on the “**eGroup**” tab above “Spruce up your Career” logo
6. Go to the left-hand side and click on “My Subscriptions”
7. Under the “My Subscriptions” title, look to the right and make sure that the “Mail Format” is checked for “HTML”
8. Review the eGroups and decide which ones you would like to sign-up for
9. Click on “Daily Digest” for each eGroup you would like to join (you will be sent one email per day if there is any dialogue on the eGroup)
  - a. Make sure that you check the “**Florida Division**” and “**Sara-Keys**” if nothing else! :o)
10. Scroll to the bottom and click “Save”





## **Community Service Project** by Rick Musior, Jr. CAP, Community Service Chair

# REMINDER

### **\*\*\*\*\*The All Faiths Food Bank Letter Carriers Food Drive\*\*\*\*\***

**WHEN:** Saturday May 14, 2011

**WHERE:** McIntosh and Bee Ridge Road  
(Between Burger King and Sweet Bay)

**TIME:** 2 shifts available  
11-2pm and 1-5pm

This effort requires nine volunteers. All Faiths is counting on our support!

Please email Rick Musior Jr. CAP, to commit to this event.

*Volunteering is the practice of people working on behalf of others or a particular cause without payment for their time and services.*

*Volunteering is generally considered an altruistic activity, intended to promote good or improve human quality of life, but people also volunteer for their own skill development, to meet others, to make contacts for possible employment, to have fun, and a variety of other reasons that could be considered self-serving.*





## Resolve Office Conflicts

By Beverly West, Monster Contributing Writer

When the going gets tough, your coworkers can be the first to get on your last nerve. Whether it's due to on-the-job pressures, stress at home, familiarity or just proximity, when you're feeling hot under the collar, it's often your coworkers who wind up feeling the heat -- whether they actually deserve it or not. So the next time you're ready to explode because your cube neighbor did something that irritates you yet again, let these tips from business-harmony experts help you make peace rather than war.

### Rethink Conflict

---

*Rather than throwing down the gauntlet next time you find yourself in coworker conflict, try to start a calm, productive dialogue, where you can collectively arrive at a situation that satisfies both parties*

"What we think of as the usual way of resolving conflicts does not foster resolution," says ResolutionWorks founder Stewart Levine in his article "The Many Costs of Conflict," adapted from [Getting to Resolution: Turning Conflict into Collaboration](#). "Unfortunately, the operative premise that someone will win and someone will lose produces all losers, no matter who thinks they won. The dispute-resolution machinery often fuels the fire of conflict and impedes resolution."

Rather than throwing down the gauntlet next time you find yourself in coworker conflict, try to start a calm, productive dialogue, where you can collectively arrive at a situation that satisfies both parties. This way, you both come out winners.

---

*When emotionally upset, people cannot remember, attend, learn or make decisions clearly*

### Address the Underlying Problem, Not the Latest Symptom

The fact that the gal in the next cubicle just took another personal call when you need to meet with her is probably not really why you're so steamed. True, this is hardly considerate, and if it's a pattern, you may want to discuss it with her. However, it's rare one irritating act is the true source of conflict.

"Most conflict-resolution conversations do not foster resolutions that address the underlying sources of conflict -- breakdowns in relationships," says Levine in his article. So consider what's really getting under your skin before you address your coworker.



### Exercise Emotional Intelligence

"When emotionally upset, people cannot remember, attend, learn or make decisions clearly," says Daniel Goleman in [Emotional Intelligence](#). These three applications of emotional intelligence can be helpful in productively resolving office conflict:

- **Air Grievances Sensitively:** Think about the effect your criticism will have on its recipient. If your words suggest the person is dim-witted, lazy or inconsiderate, you will get defensiveness and resentment in response. Talk to your coworker the way you would want to be spoken to, and aim for resolution, not revenge.
- **Consider Others' Working Styles:** Try not to get irritated just because somebody's approach is different than yours.
- **Learn to Negotiate Effectively:** Focus on the desired outcome of a conversation with your coworker, and strategize the best possible way to achieve your result.

---

*But the best way to avoid office drama is to refuse to engage in it.*

### Manage Your Stress

Our own pressures can make us short-tempered. "The workplace holds a plethora of anxiety producers," says Gloria Dunn, president of management-consulting company Wiser Ways to Work. She suggests the following strategies for regaining a sense of control and managing your stress level:

- Mark off daily time that you keep free of [interruptions](#).
- Learn to say no. Create realistic boundaries, and stick to them. That way, you won't feel walked on, and you will feel more in control and less overwhelmed.
- Create a workspace that nurtures you (e.g., makes you feel both physically and emotionally comfortable).
- [Exercise](#) daily.

But the best way to avoid office drama is to refuse to engage in it. Nobody can cook up a full-scale conflict alone. If you can maintain a clear head, a good perspective on the issues, a sense of self-awareness and some compassion for your coworkers, you really can work in peace.



# Calendar of Events



- 
- **June 24-25, 2011 - Florida Division Annual Meeting (FDAM) –**  
Best Western Gateway Grand Hotel  
Gainesville, FL  
[Order](#) your personalized "Gator Heaven in 2011" FDAM polo shirt!  
Registration Opens: January 12, 2011  
Early Registration Fee: \$175 (paid by April 30, 2011)  
Regular Registration Fee: \$200 (paid after April 30, 2011)  
*Hotel Registration Deadline: April 30, 2011*  
*Registration Payment Plan-Payment #1 due March 1, 2011*  
*Registration Payment Plan-Payment #2 due April 1, 2011*  
*Registration Payment Plan-Payment #3 due May 1, 2011*

---

  - **July 24-27, 2011 - Education Forum and Annual Meeting (EFAM) –**  
Hyatt Regency Montreal  
Montreal, Quebec Canada  
<http://www.iaap-hq.org/events/conferences/efam>

---

  - **October 9-12, 2011 - Fall Conference**  
Sheraton San Diego Hotel & Marina  
San Diego, California  
<http://www.iaap-hq.org/events/conferences/fall>



## CAP/CAP-OM Exam Information

The new certification changes take effect November 2011. Both exams are given on the first Saturday of November. The CAP exam is administered Saturday morning and the CAP-OM exam is administered Saturday afternoon. For those interested in applying for the CAP/CAP-OM exams for November 5, 2011, the deadline for submittal of your registration form is August 15, 2011. You can obtain the forms through the IAAP website at <http://www.iaap-hq.org/prodev/certification/exams.html>

**Why wait?**

Do something for yourself and your career today.



## Pathways to Excellence Program



Please sign up on the IAAP Florida Division website and join an eGroup. One of the criteria to be a Chapter of Excellence is to have 75% of our Chapter join an eGroup. There are plenty to choose from. Please contact our webmaster, Kathleen Hall CPS/CAP, and she will tell you how to join an eGroup. But it really is very easy to figure out. If Kim Stafford can do it, anyone can.

Deadline for Online Submissions is  
11:59pm Central Time on June 30, 2011

The Pathways to Excellence year coincides with the IAAP fiscal year of July 1, 2010, through June 30, 2011. A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

### A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article and have it published an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars or conference
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's Advisory Board for the Office Administration Program
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

## Committee Chairs

Administrative Professionals  
Week  
Pamela Gleason CPS/CAP  
[pgleason@sar.usf.edu](mailto:pgleason@sar.usf.edu)

Bylaws and Standing Rules  
Myrtle Owings CPS/CAP  
[m.owings@verizon.net](mailto:m.owings@verizon.net)

Certification  
Pat Whitesel CAP  
[pwhitesel@gmail.com](mailto:pwhitesel@gmail.com)

Chapter/Member of  
Excellence  
Bernadette Azai CPS/CAP  
[bernadette.azai@pbsq.com](mailto:bernadette.azai@pbsq.com)

Community Service  
Rick Musior, Jr. CAP  
[rmusior@scgov.net](mailto:rmusior@scgov.net)

Education and  
Program/Seminar  
Kim Stafford CAP  
[kstaffor@scgov.net](mailto:kstaffor@scgov.net)

Membership  
Doris DeMaria CAP  
[ddemaria@scgov.net](mailto:ddemaria@scgov.net)

Newsletter  
Donna Chipman CPS/CAP  
[Chipman430@yahoo.com](mailto:Chipman430@yahoo.com)

Publicity  
Rick Musior, Jr. CAP  
[rmusior@scgov.net](mailto:rmusior@scgov.net)

Retirement Trust Foundation  
Bernadette Azai CPS/CAP  
[bernadette.azai@pbsq.com](mailto:bernadette.azai@pbsq.com)

Ways and Means/Scholarship  
Sandy Korfanta CPS  
[skorfant@scgov.net](mailto:skorfant@scgov.net)

Website  
Kathleen Hall CPS/CAP  
[kmh258@msn.com](mailto:kmh258@msn.com)

We're on the Web!  
See us at:

<http://www.iaap-sarakeys.org/IAAPHQ/SaraKeys/Home>



## April Birthdays

Myrtle Owings CPS/CAP  
Kathleen Hall CPS/CAP

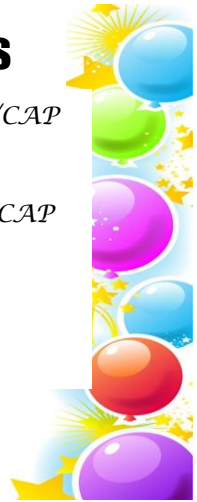
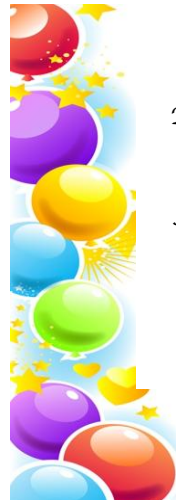
May 15  
May 17

## Anniversaries

Bernadette Azai CPS/CAP  
21 years

Jeanette Ristow CPS/CAP  
15 years

Shirley Wansaw  
14 years



## Inspirational Quotes

*Even if you're on the right track, you'll get run over if you just sit there*  
*Will Rogers*

*The glory of friendship is not the outstretched hand, nor the kindly smile, nor the joy of companionship; it's the spiritual inspiration that comes to one when he discovers that someone else believes in him and is willing to trust him with his friendship.*  
*Ralph Waldo Emerson*



## Recipe Corner



***Creamy  
Stuffed  
Chicken Roll-  
ups***

4 Servings

### Ingredients

- 4 small boneless skinless chicken breast halves (1 lb.)
- 4 oz. (1/2 of 8-oz. pkg.) PHILADELPHIA Cream Cheese, softened
- 3 green onions, thinly sliced
- 1 Tbsp. chopped fresh parsley
- 1 clove garlic, minced
- 1/3 cup KRAFT Original Barbecue Sauce
- 3 Tbsp. apricot preserves
- 1/4 tsp. hot pepper sauce
- 4 slices OSCAR MAYER Bacon, cooked, chopped

### Directions

**HEAT** oven to 375°F.

**POUND** chicken to 1/4-inch thickness; place, top-sides down, on work surface. Mix cream cheese, onions, parsley and garlic; spread down centers of chicken breasts. Roll up, starting at one short end of each. Place, seam-sides down, in single layer in shallow pan.

**MIX** barbecue sauce, preserves and hot pepper sauce; brush 1/4 cup evenly onto chicken.

**BAKE** 35 min. or until chicken is done (165°F), brushing with remaining barbecue sauce mixture the last 5 min. Top with bacon.



***Italian  
Chopped  
Salad***

4 Servings

### Ingredients

- 6 cups torn romaine lettuce
- 1-1/2 cups chopped cooked boneless skinless chicken breasts
- 1 cup cooked small pasta, such as fusilli or rotini
- 1 cup cauliflower florets
- 2 large tomatoes, chopped
- 1 large green pepper, chopped
- 1/2 cup KRAFT Natural Italian\* Cheese Crumbles
- 1/2 cup KRAFT Zesty Italian Dressing
- 1/4 cup KRAFT Grated Parmesan Cheese

### Directions

**PLACE** 1-1/2 cups of the romaine in each of four salad bowls.

**COMBINE** chicken, pasta, cauliflower, tomatoes, peppers and cheese crumbles in large bowl. Add dressing; toss lightly. Spoon evenly over romaine.

**SPRINKLE** with Parmesan cheese.



The following jobs are  
available in our area:

The following positions were found on Monster.com:

### **Datum Corporation**

Sarasota, FL

Contact: Apply online at

<http://jobview.monster.com/Administrative-Assistant-Job-Sarasota-FL-98525163.aspx>

Position: IT Administrative Assistant

Salary Range: \$8.00 - \$12.00 per hour

---

### **Benderson Development Company**

Sarasota, FL

Contact: Apply online at [www.benderson.com](http://www.benderson.com)

Position: Secretary

Salary Range: Not provided

---

### **New College**

Sarasota, FL

Contact: Apply online at [www.ncf.edu](http://www.ncf.edu)

Position: Office Assistant

Salary Range: \$24,500 per year

---

### **Icard, Merrill, Cullis, Timm, Furen & Ginsburg**

Sarasota, FL

Contact: Fax resume to administrator at 941-366-6384

Position: Legal Secretary

Salary Range: Not provided

---

### **Schroeder-Manatee Ranch/SMR Communities**

Sarasota, FL

Contact: Email qualified resumes to

[human.resources@smrranch.com](mailto:human.resources@smrranch.com)

Position: Human Resource Assistant

Salary Range: Not provided

---

### **Vision**

To inspire and equip all office professionals to attain excellence.

### **Purpose**

To provide education and training, and set standards of excellence recognized by the business community on a global perspective.

### **Chapter's Mission**

To be the acknowledged, recognized leader of office professionals and to enhance their individual and collective value, image, competence and influence.

### **Articles Submission**

To contribute articles, ideas, quotes and anything to share with members, please submit them to the Newsletter

Chairman,  
Donna Chipman CPS/CAP at  
[Chipman430@yahoo.com](mailto:Chipman430@yahoo.com)