



International Association of  
Administrative Professionals®  
Bellingham Chapter

# WRITE Connection

A newsletter for career-minded administrative professionals  
created by the Bellingham Chapter IAAP.....[www.iaap-bellingham.org](http://www.iaap-bellingham.org)

**January 2010**



## Bellingham Chapter IAAP Tuesday, January 12, 2010 Moonwater, Executive Director Whatcom Dispute Resolution Center On Communication Skills for Challenging Situations 5:30 PM—8:00 PM

### INSIDE THIS ISSUE:

Chapter President's Letter and Chapter Officers	2
Member News and RSVP Directions	3
Division Information and Chapter Minutes	4
Photos from Holiday Auction	5
Book Review	6
Volunteer Opportunities	7
Frazer Valley Chapter Congratulations and Bellingham Chapter Member Bio	8
Calendar of Events	9

**RSVP: Maureen Call,**  
[mcall@hotmail.com](mailto:mcall@hotmail.com)  
**RSVP must be in by 12:00 NOON,**  
**Friday, January 8**



The Bellingham Chapter is honored to welcome Moonwater to our January meeting. An experienced mediator, facilitator, and trainer, Moonwater has a BA in psychology from Whitman College and an MPA from Seattle University, where she specialized in nonprofit management. She serves on Whatcom County's Law and Justice Council, is Vice President of Resolution Washington (the statewide association of dispute resolution centers) and is a former board member of the Washington Mediation Association. Most recently, Moonwater was a lecturer within the College of Business and Economics at Western Washington University. Since 2005, Moonwater has served as the Executive Director of the Whatcom Dispute Resolution Center, a nonprofit organization that provides conflict prevention and intervention services.

Who has not had a heated discussion with a co-worker, family member, or friend? We all have wished later that we had handled certain situations differently. Moonwater will help us to understand why and how we escalate challenging situations, and offer us communication techniques for de-escalation, life skills to learn and polish as we go through the year!

### Welcome to IAAP!

**What:** Monthly Chapter Meeting & Program  
**When:** Tuesday, January 12, 2010, 5:30—8:00 pm  
**Where:** Jeckyl & Hyde Deli  
709 West Orchard Drive, #1 & 2, Bellingham  
**Cost:** Members and Guests: \$15.00  
(including program, dinner, tax, and tip)  
**Please see reservation instructions at left.**  
**Please see cancellation policy-Page 3.**

January 2010

Dear Members,

We have again been blessed with the promise of a New Year. What are you going to do to make it better than the last one? I would advise you to not think of it as a resolution to break, but a “lifestyle adaptation” to keep. Here are a couple of mine.



First, I want to be sure to have the richness of relationships with my family and friends that they deserve. No texting during dinner or conversations where I am half listening! My goal is to be present and to show my appreciation for their love and support.

Second, education should be a daily endeavor. Whether it is a newspaper article, internet clip, or book, some time should be devoted to keeping current on the latest trends in business or gaining knowledge that will benefit my employer or myself. This includes cultivating identities on social networking sites.

Finally, changing my home environment is a priority. Sorting, purging, and donating to those in need will keep me on track. Or collecting items for the Bellingham chapter garage sale in the spring will motivate me to part with yet a few more items that I “don’t really need.”

All of the above will serve to enrich my life. So, what about you? What will you do in the exciting New Year? Now is the time to plan for great accomplishments. Those who fail to plan, plan to fail. If you need to be held accountable, have a good friend hold a list of your goals, with permission to ask you about them! This is truly an effective motivator. (I have been repeatedly blessed this way!)

Our January meeting will feature Moonwater from the Dispute Resolution Center as our speaker. She will be sharing with us tips on dealing with difficult people, de-escalation techniques, and improving communication. Come join us for this exciting program!

Melanie Loughmiller CAP  
Bellingham Chapter President

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# POWER of Commitment

## Bellingham Chapter

### BELLINGHAM CHAPTER MEMBER STATISTICS

#### Members:

Professional members:	38
Merited members:	3
Student members:	5
<u>Total members:</u>	46

#### Birthdays:

Dawn Reedy, January 30



#### CANCELLATION POLICY

**Did you RSVP for our Chapter meeting, but need to cancel your reservation?**

If you are simply a “No Show” or if your cancellation request is received too late, our chapter is still responsible for the cost of your meal. Please be sure that your cancellation is received by: [Maureen Call](mailto:mcall@hotmail.com) at

[mcall@hotmail.com](mailto:mcall@hotmail.com)

before 12:00 noon on the Friday before the meeting. On Friday afternoon, we confirm the attendance count with our caterer, Jeckyl & Hyde Deli.

If extenuating circumstances prevent your cancellation from being received in time, contact: [Chris Vallejo](mailto:Chris.IAAP@gmail.com) at

[Chris.IAAP@gmail.com](mailto:Chris.IAAP@gmail.com)

as soon as possible after the meeting.

**If your cancellation has not been received prior to 12:00 noon on the Friday before the meeting, you will be billed for the meal.**

Character is the ability to carry out a good resolution long after the excitement of the moment has passed.

#### DO YOU NEED A BELLINGHAM CHAPTER NAMETAG?

Your IAAP nametag is a valuable symbol, showing that you are intentional about your career, your IAAP membership, and your involvement in the Bellingham Chapter. If you do not have a nametag or need to update yours with current name or new certification, please contact Anne Hopkins, Membership Committee Chair, to place an order.

## 2009-2010 WA-AK Division Board of Directors

### Seated:

President:

Linda Cook CAP, Washington-Evergreen Chapter

President-Elect:

Angela Amaya, Everett Chapter

### Standing:

Gisela Young CAP, Polar Chapter, Secretary

Treasurer:

Celine Landauer Allen CPS/CAP, Bellingham Chapter

Vice President:

Rosemarie Davis, Tri-Cities Chapter

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### INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS® BELLINGHAM CHAPTER MEETING MINUTES

Tuesday, December 8, 2009

Jeckyl & Hyde Deli, 710 W. Orchard Dr., Bellingham

Members in attendance: Maureen Call, Pam Clark-Hamilton, John Desmond, Cheryl Fischer, Yvonne Goldsmith, Anne Hopkins, Celine Landauer Allen CPS/CAP, Jan Lee, Melanie Loughmiller CAP, Margaret Loudon, Lisa Love, Sandy McKenna, Dawn McKenney, Sandra Mock, Linda Nielsen, Elizabeth Sipes CPS/CAP, Andy Stampley, Lin Stefan, Barbara Stoneberg, Remy Stratton and Chris Vallejo.

Guests in attendance: Lorna Brown CPS/CAP (auctioneer), Aurela Sequoia, Jeanne Sherwin, Garrett Love-Smith (Lisa's son), Charles Stampley (Andy's father), Dave Carr (Andy's husband), Penny McKay, and Myla Musselwhite.

President Melanie Loughmiller called the meeting to order at 6:05 p.m. and welcomed all in attendance to the annual Holiday Auction Event.

For the first order of business, President Loughmiller presented a certification and gift to Margaret Loudon in honor of her 30 years of service and dedication to IAAP and the Bellingham Chapter. She then asked the members who had guests to introduce them. President Loughmiller also introduced the evening's auctioneer, Lorna Brown CSP/CAP.

Celine Landauer Allen CAP reminded everyone to take a moment and go to the WA-AK Division website to vote on the new name for the Division newsletter.

Of note to those present was the news that Jeckyl & Hyde has recently changed ownership. President Loughmiller introduced the new owner, Richard Van Dommelen, and his family. Richard welcomed us and invited us to enjoy dinner.

Following dinner at 6:30 p.m., it was announced that the silent auction was closed to bidding. Lorna then began the live auction. A lively auction proceeded with all items auctioned to the highest bidder.

The next regular Chapter meeting will be Tuesday, January 12<sup>th</sup> at 5:30 p.m. at Jeckyl & Hyde Deli.

President Loughmiller adjourned the meeting at 7:25 p.m.

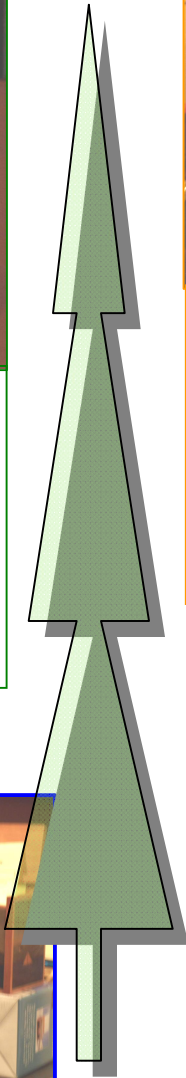
# 2009 Holiday Auction December 8, 2009 Jeckyl & Hyde Deli



The Bellingham Chapter welcomed Lorna Brown CPS/CAP to the 2009 December meeting and scheduled her for 2010. It's a highlight of the year for both Lorna and the Bellingham Chapter!



As Lorna gets the bidding started for the Bellingham Chapter's biggest annual fund raiser, John Desmond keeps track of winning bidders' names and amounts promised in exchange for a variety of goods: cross-stitched baby bibs, jewelry, candles, vintage Christmas decorations, watches, garments, children's toys, mug and beverage sets, stationery sets and other items. And, although not pictured, the ever-popular homemade candies, cookies, breads and pies took top dollar and winners of those bids took top quality desserts home!



Two beautiful vintage Santas found new homes that evening, one with the new owners of our host restaurant, Jeckyl & Hyde Deli, Richard Van Dommelen and family.



Left: Auctioneer turned purchaser Lorna Brown (green jacket) stands in line with chapter members and guests to pay for her purchases. John Desmond, Chris Vallejo and Maureen Call handled all the financial transactions of the evening.

**THE TEN FACES OF INNOVATION  
IDEO'S STRATEGIES FOR BEATING THE DEVIL'S ADVOCATE  
& DRIVING CREATIVITY THROUGHOUT YOUR ORGANIZATION**

**By Tom Kelley  
with Jonathan Littman**

Review by: Andy Stampley

It's been said that a particularly desirable characteristic of a good employee in today's market is creativity. Tom Kelley's book describes how this creativity is so often crushed by the person who assumes the role of "devil's advocate" in staff meetings and brain-storming sessions. His book then dedicates ten chapters to each of ten "personas," one or more of which each of us naturally possesses. When these personas are tapped and encouraged, workplaces become more creative and ideas for innovations that would formerly have been squelched take life.

Helpful to remembering the personas are the larger "categories" that describe them: learning, organizing and building.

**Learning Types:**

**Anthropologist** – the person who can describe a problem differently than in the past based on insights drawn from observations in the real world or in field tests.

**Experimenter** – the one who tests and tries prototypes, not getting discouraged by the need to revise and revise, and who envisions new designs by using materials at hand, not fearing starting with a very rough idea.

**Cross-Pollinator** – the employee who takes ideas from unrelated areas to arrive at something new. A simple example would be the development of the Frisbee: the idea came from a pie tin from an old food company, Frisbie Pie Company.

**Organizing Types:**

**Hurdler** – the "can-do" problem-solver who overcomes obstacles and budget constraints in innovative and daring ways.

**Collaborator** – the matchmaker who brings people from other areas together, sometimes exchanging roles, to get things done. A collaborator is a staffer who values the project accomplishment above individual accomplishments, and the team over the individual.

**Director** – the leader who maps out the project, providing or improvising tools, techniques, resources and strategies, while allowing others to take center stage. This person promotes brainstorming by the group and is adept at expecting the unexpected.

**Building Types:**

**Experience Architect** – the one who arranges for "experiences," either in order to stimulate ideas for new products, or as the product itself. One example given was the development of pre-mixed antifreeze and water, in two-quart packages. The company realized that customers would not mind paying more money for a product that made their topping off a low radiator an easier experience; previously, a consumer had to pour out a small quantity from a gallon jug, mix it half and half with water, find an appropriate pouring cup, then pour that into the radiator.

**Set Designer** – the staffer who understands that a stimulating or interesting physical environment can contribute to higher productivity in the office, and to greater sales, better performances or more fascinating tourist experiences in the outside world.

**Caregiver** – the team member who looks for ways to make things easier for purchasers, patients and clients. A caregiver is the kind of person who might develop an information sheet to give to patients when they arrive in the emergency room, so they can understand the process they will experience and the roles of the various medical staff with whom they will interact. A fundamental feature of a caregiver is his or her smile!

**Storyteller** – the individual who can match a good story with the right situation to encourage action, transmit values, engender collaboration, or lead into the future. The storyteller knows the importance of telling completely authentic stories: stories of company start-ups, company heroes, customer experiences, and the like.

Our administrative team read this book as a team project and we are currently making plans for next year to apply the knowledge we gained. It's a great book for any business and provides a greater understanding of the different ways that people naturally work and ways that we can all learn to work better.

# Community Involvement Opportunities

## Hats, Scarves, and Mittens Needed

Handmade hats, scarves and mittens will be needed again this winter to donate through the Whatcom Volunteer Center. Even if you can't knit or crochet, you can still help by contributing yarn. You can contribute all year long by bringing items and yarn to each meeting and IAAP member Maureen Call will make sure it gets to the Volunteer Center. It can make a difference to one more person in our community!

## Back to Work Boutique— Winter Wardrobes

The Back to Work Boutique, sponsored by the YWCA, helps women going back to work with outfits they can wear for their interviews and beginning employment. If you have office attire in good condition, jewelry, purses, or shoes that you would like to donate, please bring them to our chapter meeting. In addition, they are now requesting general attire, such as pants and flat shoes, for their clients who will be working in sales or warehouse store environments. Please note that stockings and panties donated to the Back to Work Boutique must be new, and there is a particular need for donations of these items. In addition, the YWCA has housing for women getting their feet back on the ground, and they welcome donations of toiletries such as travel size bottles of shampoo, conditioner and lotion. Donations will be collected at the meetings and delivered to the YWCA.

Please contact Margaret Loudon CPS (mal.iaap@clearwire.net) with questions.

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## The Gift of IAAP Membership

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her we have the perfect idea: the Gift of Membership. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the Gift of Membership. You can either mail/fax in the Gift of Membership form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her Gift of Membership. It only takes a few minutes but gives a gift that lasts an entire year.

You can access the sign-up forms here: <http://www.iaap-hq.org/join/gift.html>.

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**Living on Earth is  
expensive, but it  
does include a  
free trip  
around  
the sun  
every  
year!**



**Congratulations to the new  
Fraser Valley Chapter  
Surrey, B.C., Canada**

**December 16, 2009 installation  
photos to follow in January!**



**CHAPTER MEMBER BIO:**

**K. YVONNE GOLDSMITH, Newsletter Assistant Editor**

I was born at the General Rose Hospital in Denver, Colorado on Thanksgiving Day in 1949. I came with an addition, my twin brother. My parents had no idea they were having twins. We were premature. I weighed a little over 3 pounds and my twin brother Dan weighed in at 2 pounds, 12 ounces. He was born with water on the brain and spent a long time in the hospital. My parents tell me our diapers were 2x2 gauzes.

I spent my childhood up to my teens traveling the world as an Army brat. My father was either the Post Commander or the Post Engineer. These two positions made it hard for us children, as we were expected to always be perfect. My twin and I were anything but and most of my life I spent on restriction in my room. Oh, well, I have not changed much over the years. My husband states he is still raising me and I will make sure he continues to do so as I am not too interested in becoming an adult--too much life to experience out and about me.

I have lived in California, Japan, New York, Washington, DC, Florida, Germany, Switzerland, Italy, Holland, Alaska and Washington. I used to speak Japanese and German fluently.

I have been elected to five different positions since living in Whatcom as of 1988. I was once the Mayor of Ferndale and have been a City Council person, a Cemetery District Commissioner, a Charter Review Commissioner and a Precinct Committee Officer.

Last year I attended the local IAAP conference as a vendor and immediately joined the Bellingham Chapter due to the professionalism, the friendliness and the quality of the organization. Each meeting is one of great anticipation for me as I learn and grow in my area of service to my employer. Joining IAAP Bellingham Chapter is one of my greatest decisions.

I raised five children, two of which were my own, and three were my second husband's children. I have eight grandchildren. The closest lives in Grand Junction, Colorado, and the farthest group of three live in Parrish, Florida.

I am a people person and I love serving and being a team member. My wish for the New Year is a full-time job with a fabulous group of people who all are playing on the same team.

Merry Christmas and Happy New Year!  
Yvonne

## 2009-2010 IAAP Bellingham Chapter Calendar

### January 2010

- 12 Meeting – Program: Moonwater, Executive Director, Whatcom Dispute Resolution Center; Conflict Resolution
- 26 Board Meeting

### February

- 9 Meeting – Program: Barb Neumann CAP, W. Canada Div. President; Using the IAAP Web Community
- 15 Applications for the CPS/CAP Exams due to HQ
- 23 Board Meeting

### March

- 8-10 Professional Education Conference, Grand Sierra Resort & Casino; Reno, NV
- 9 Meeting – Program: Panel Discussion on the Diverse Opportunities of IAAP
- 23 Board Meeting

### April

- 13 Meeting – Program: Tech Topic
- 19-25 Administrative Professionals Week
- 21 Administrative Professionals Day
- 27 Board Meeting

Board Meetings are held in the cafeteria at St. Joseph Hospital at 5:30 PM on the fourth Tuesday of each month.

### May

- 7-8 Certification Exams
- 11 Meeting – Program: Conflict Resolution
- 21-23 WA-AK Division Annual Meeting; Tukwila, WA
- 25 Board Meeting

Chapter meetings are held at Jeckyl & Hyde Deli at 5:30 PM on the second Tuesday of each month.

### June

- 8 Meeting – Installation of Officers for 2009-2010

### July

- 18-21 IAAP Education Forum and Annual Meeting, Boston, MA; Hynes Convention Center

### October

- 17-20 Certification Conference, Louisville, KY; Hilton Seelbach Hotel



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Into Careers*<sup>®</sup>

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