

NOVEMBER 11, 2010



International Association of  
Administrative Professionals®  
CO-WY-MT Division

This is a must-read publication for all IAAP members!

C-W-M Division Officers  
2010-2011

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# C-W-M CONNECTION

## A Message from the CWM Division President

To all CWM Division Members:

“The stars at night are really bright” just like the members of the CWM Division.

The kick-off of the *Passion & Purpose* year has brought along new challenges, new possibilities, new commitments, and new pathways to explore. We must remember that no matter what comes our way we need to welcome each new endeavor with courage, enthusiasm, and a good sense of spirit.

Just like the starry night sky, our division’s great leadership sparkles with energy as it illuminates our core direction. I see that all of our 2010-2011 CWM Division members and leaders have started along their journeys and are headed toward the brightest constellation called “Pathways to Excellence”. With teamwork and a strategy the works, combined with the “will” to be dynamic, this constellation’s 14 to 19 stars have no way of burning out.



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At times when you start out to meet a goal or to make an accomplishment you can feel like you’re in the wilderness. In those moments, STOP! Look up at the night sky and find your constellation. That team of stars you’ll see, your chapter members, will help you renew your focus.

Remember that very often as the leader of your team you may need to be the brightest star in the constellation because you have been chosen to “lead the way”. As the leader you are a star here to give guidance and to provide a well lit path.

As a member you are a star, too. You are here to absorb the knowledge, energy, and enthusiasm your leaders share with you so that you may assist with preserving our division’s commitment to excellence.

To all members, to all chapter presidents, and to all CWM Division leaders, thank you for your brilliance! Your leadership has ignited and it is not going to burn out!

Tish Neff

## Memories from 2010 EFAM—Boston, MA

Eileen Verosko, Gloria Viebrock, Kyle Sheldon-Chandler, and Carol Hardin



### 2010 EFAM Attendees from the CWM Division

Tish Neff

Eileen Verosko, CPS

Carol Hardin, CPS/CAP

Gloria Viebrock

Kyle Sheldon-Chandler

Mary Lenhart

Amanda Jimenez

Wanda Sparks

Michele Edmonds

Brenda Olheiser

Phillip Patterson



The CWM Division Group out for a fun dinner together...plus Kirstin from Elko Nevada (she's the one up front in the middle)



Gloria Viebrock, Carol Hardin from Pikes Peak and Phil Patterson From Denver Downtown at the Banquet

Are you ready to step outside your chapter and take on a bigger role in IAAP ?

Go to the IAAP website and check out Call for Nominations. It might just be calling you!

## Meet Your 2010-2011 International Board

On Tuesday, July 27, 2010, the 2009-2010 International Officers were installed as part of the International Education Forum and Annual Meeting in Boston, MA.

**Congratulations to the 2010-2011 Board:** President, Mary Ramsey-Drow; President-Elect, Tamra Goodall, CPS/CAP; Vice President, Karlana Rannals, CPS/CAP; Secretary, Antoinette Smith, CPS/CAP; Treasurer, Judith Annarelli, CPS/CAP

Canada District Director, Sharron Buttler, CPS/CAP; Great Lakes District Director, Wendy Melby, CPS/CAP; Southeast District Director, Virginia Boyd, CPS/CAP; Affiliate Representative, Leanne Fisher, GradCert Bus, JP; Northeast District Director, Bianca Constance; Northwest District Director, Kristi Rotvold; CPS/CAP; Southwest District Director, Dortha Gray CPS/CAP.



Tish Neff and Our new Northwest District director Kristi Rotvold, CPS/CAP



Eileen Verosko, CPS and Tish Neff with Erin Brochovich, Key Note Speaker at EFAM 2010

The most beautiful make-up of a woman is **PASSION**, but cosmetics are easier to buy.

— Yves Saint Laurent



**2010/2011  
C-W-M  
Division  
Chapter  
Presidents**

## **Kristen Hoaglund – Book Cliff Chapter**

The Book Cliff Chapter has already had some great examples of **passion** being demonstrated within this year, and with it still being the beginning I can't wait to see what else we have in store. We have new members stepping up to the plate, they are showing their **passion** to learn and their drive to become leaders. Our long time members are also showing their **passion** by continuing to participate and are leading our new members in the right direction. As the new President, I have had plenty of support and encouragement from my members, who have all helped me pave the way to a successful year. We have been coming up with new ideas within our Chapter and everyone is eager to start putting them into action.

Times are tough in our area, as they are in all, and so we are really trying to find ways to keep our Chapter motivated and encouraged. Motivational speaker Bill Beusay joined us for our October meeting and gave us an uplifting presentation on "Personal Power and Creating Miracles When You Are Done In Fed Up and Stressed Out!" This hit on many levels for us all, and has given us a drive to find our vision in our personal and professional lives. I believe that once we get that vision in our minds, it will start creating a passion within us all to achieve that vision, creating an encouraging atmosphere for our Chapter to be in. I am so happy to be the President of The Book Cliff Chapter this year as we get started with a positive outlook, trying to find that **Passion & Purpose** in us all and put it to work!

## **Linda Singer- Boulder Chapter**

"The Boulder Chapter was built on a solid foundation and an unshakable commitment to IAAP and our profession. We have a 50-year member who is still active, even though she has been retired for quite a few years. She is an example for all of us.

This year our membership is showing it's **passion** by becoming more involved in our monthly meetings. We are offering exceptional opportunities for learning, mentoring and building life-long friendships. We are working toward our Chapter of Excellence designation and there is excitement and anticipation at each meeting to see our progress toward that goal.

The Boulder Chapter is committed to working together to unleash the **Passion & Power** and all of us.



## Gloria Viebrock - Pikes Peak Chapter

**Passion** and Purpose is rampant in the Pikes Peak Chapter. Since the beginning of this extraordinary year for our chapter members, they were ready to work together and volunteer to make our chapter the best it can be. It takes **passion** to ensure every committee had an assigned chairperson. This was accomplished by the members at our September meeting. (The first one that we have to begin our new year together). Our **passionate** members have already accomplished 3 separate fund raisers for our chapter. With extreme passion, we have raised over \$200 for the RTF donation. There's more passion to be displayed.....we still have 8 months left to show just how **passionate** the Pikes Peak Chapter is and will continue to be!

## Karen Shroeder, CPS - Old West Chapter

The Old West Chapter has always said that we are small, but mighty. Our chapter this year had our **passion** renewed when we hosted the Division meeting in Cheyenne. We continue our **passion** for IAAP as we work on our "Chapter of Excellence". We have a new sense of purpose and understanding of the workings of IAAP. We continue to hold that **passion** for the rest of the year as we work towards being a "small, but mighty" chapter.

## Sheri Kelley - Denver Downtown Chapter

The **Passion** of IAAP resonates in our chapter through our dedicated leadership team reaching out to our members. The group is small but dedicated to making our chapter one of the best in the CWM division. They're constantly striving to find ways to get our members excited and involved in our chapter. That being said, the success rate has been small, but their drive and determination has not diminished.

How is the *Passion & Purpose* of IAAP resonating in your chapter this year?

*Included are the responses that were submitted.*

2010/2011  
C-W-M  
Division  
Chapter  
Presidents

# Entencity & Excitement



Join us at the 2011 CWM  
Division Meeting for some  
fun hosted by the Denver  
Downtown Chapter!

## Save the Date

June 24, 2011  
The Curtis Hotel  
Denver, CO

We'll have a **GROOVY**  
good time!

### PARLIAMENTARIAN'S CORNER

Division Parliamentarian – Sharon Hunvald CPS

#### FREQUENTLY ASKED PARLIAMENTARIAN QUESTIONS?

Is it true that the president can vote only to break a tie?

**No, it is not true that the president can vote only to break a tie. If the president is a member of the organization, he or she has exactly the same rights and privileges as all other members have, including the right to speak in debate and the right to vote on all questions.**

Is it true that once a quorum has been established, it continues to exist no matter how many members leave during the course of the meeting?

**No. Once a quorum at a meeting has been established, the continued presence of a quorum is presumed to exist only until the chair or any other members' notices that a quorum is no longer present.**

How can I get an item on the agenda for a meeting?

**For a proposed agenda to become the official agenda for a meeting, it must be adopted by the assembly at the outset of the meeting. At the time that the agenda is presented for adoption, it is in order for any member to move to amend the proposed agenda by adding any item that the member desires to add, or by proposing any other change.**

**Passion** is universal humanity.  
Without it, religion, history, romance and art would be useless.

-Author: Honore De Balzac

## FUNDRAISING TIPS

Some Tips for Fundraising! Fundraising is very important to our organization. Each Chapter and the Division should have a fundraising plan established.

1. **Decide how much money your group needs to raise.** This will help evaluate products and programs that will be ideal for your group.
2. **Watch for hidden costs.** Don't let your group's profits disappear because of hidden costs (example: shipping, prizes).
3. **Give yourself & your group lots of time to prepare.** Select your fundraising project early. This will give you lots of time to plan. Include your fundraiser on the community calendars and newsletters.
4. **Timing!** Make sure to stagger the various fundraisers to avoid flooding your potential consumers and to avoid competing with other fundraisers.
5. **Set up specific dates & stick to them.** If you avoid setting clear target dates the campaign tends to drag on and often without direction.
6. **Try to conduct fewer & more effective programs.** This will help maintain motivation and avoid "fundraising fatigue".
7. **Rely on your \*Ways and Means Committee members' expertise.** Ask lots of questions & use their suggestions and advice. Be sure to develop a committee exclusive to fundraising.
8. **Stay motivated throughout the fundraising project.** Some organizers tend to lose interest once the project is underway. Put a time limit on the order taking. It's easier to stay motivated with clear goals and deadlines.
9. **Communicate clearly before, during, and after the program is put in place.** Keep energy levels high by reminding your group about the fundraising goals and deadlines.
10. **Remember to have fun!** A good attitude = better success with your fundraising project.

**\*The Treasurer usually serves as the Ways and Means Committee Chairperson of the Division, and of your Chapter.**

**Andrea Latine CPS 2010-2011 CWM Division Treasurer and 2010-2011 CWM Division Ways and Means Committee Chair**

### REMINDER TO ALL CHAPTER TREASURERS!!!

#### Mark Your Calendars!

From 990-N needs to be filed no later than **November 15, 2010**. After the books have been closed and audited for the term– 7/01/2009 to 06/30/2010. Update the new Treasurer's contact information.

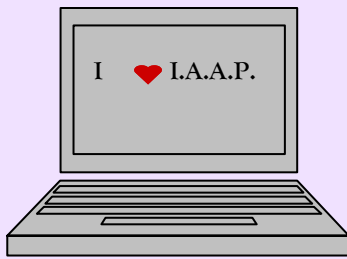
Filing online should cost only \$10.00 versus \$100.00 for the printed form.

Further information will be e-mailed to the Chapter Treasurers. If you have any questions, please contact Andrea Latine CPS, CWM Division Treasurer: [andera.latine@netzero.net](mailto:andera.latine@netzero.net)

## CALENDAR OF EVENTS

## SEPTEMBER 2010 \*SCHEDULE OF EVENTS\*

- September 2, 2010= Cutting Edge Chapter monthly meeting (virtual)
- September 8, 2010= Denver Downtown Chapter monthly meeting
- September 8, 2010= Union Colony Chapter monthly meeting at the City of Greeley Building
- September 13, 2010= Mountain View Chapter monthly meeting
- September 14, 2010= Denver Chapter monthly meeting
- September 14, 2010= Pikes Peak Chapter monthly meeting
- September 15, 2010= Book Cliff Chapter monthly meeting at Two Rivers Convention Center GJ, CO
- September 15, 2010= Rim Rock Chapter monthly meeting
- September 16, 2010= Boulder Chapter monthly meeting
- September 16, 2010= Old West Chapter monthly meeting
- September 21, 2010= C-W-M Division Board teleconference call beginning at 7:00 p.m. MT
- September 28, 2010= Teleconference: CWM Division President and Chapter Presidents



Listening.  
It is the key to learning,  
adapting, building  
community, and devel-  
oping vision.

Don Frederiksen from  
[Lead Quietly](#)

## Be a part of the Web Community IAAP

Without delay! Join the IAAP new Web Community. It offers a variety of resources and tools that are most important to today's administrative professional. The business world is changing and rapidly moving forward with new technologies, innovation, and virtual realities. The Web Community is designed to assist you with learning, knowing, and staying in tune with what drives this professional industry.

The Web Community is divided into four main areas **Networking; Professional Resources; eGroups; IAAPedia**. All areas were specially created with the IAAP members' needs in mind. A library of materials along with networking relationships are all here right at your finger tips!

How do you get involved? Go to <http://community.iaap-hq.org> . Click "login" and solve your username and password. Once you have successfully logged into the community, click the "Network" tab and create your profile, invite and accept contacts, and begin to utilize your inbox. Search the resource library, join eGroups, and stay informed about upcoming events. A User's Guide is available on the Web Community for your convenience.

So, Join the Web Community and take advantage of its many perks.

After all, none of us want to be left behind!

## OCTOBER 2010 \*SCHEDULE OF EVENTS\*

- October 1st thru 31st, 2010= C-W-M Division dues waived for all new applications received by HQ
- October 1, 2010= Deadline: C-W-M Secretary to publish the C-W-M Division Directory w/updates
- October 7, 2010= Cutting Edge Chapter monthly meeting (virtual)
- October 11, 2010= Mountain View Chapter monthly meeting
- October 12, 2010 = Pikes Peak Chapter monthly meeting
- October 13 2010: Denver DT Chapter monthly meeting
- October 13, 2010= Union Colony monthly meeting at the City of Greeley Building
- October 20, 2010= Book Cliff Chapter monthly meeting at Two Rivers Convention Center GJ, CO
- October 20, 2010= Rim Rock Chapter monthly meeting
- October 21, 2010= Boulder Chapter monthly meeting
- October 21, 2010= Old West Chapter monthly meeting
- October 19, 2010: C-W-M Division Board teleconference call beginning at 7:00 p.m. MT
- October 26, 2010= Teleconference: CWM Division President and Chapter Presidents
- October 27-20, 2010= 2010 Certification Conference: THE CORE CHARACTERISTICS OF A CHAMPION, Louisville, KY

## Excellence Program Continues As A Tool

The IAAP Pathways To Excellence Recognition Program starts its third year. It is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence, or a Division of Excellence. You can learn more about the qualifications and the criteria to strive for at <http://pathways.iaap-hq.org/IAAPHQ/Pathways>

**Congratulations to the 2010-2011 CWM Chapter winners!** The Pikes Peak Chapter, Denver Downtown Chapter, and Book Cliff Chapter all accomplished the Excellence Recognition.

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**The following CWM Division Members achieved this recognition:**

**Union Colony**—Nancy Upchurch CPS/CAP; **Pikes Peak**—Carol Hardin, CPS/CAP; Mary Dyster, CPS/CAP; Paula O’Keefe, CPS/CAP; Lynn Dibben, CPS; Bobbie Pratts, CPS/CP; Christine Schemmel, CSP/CAP; Aubree Lujan, CPS/CAP; **Denver** -Chris Liley-Hudler; Claudette Ferris, CPS/CAP; Tammy Hensrud; Wanda Sparks, CPS/CAP; **Denver Downtown** -Elizabeth Harms, CAP; Jeanne Jones, CPS/CAP; Debra Brown, CPS/CAP/RP; Cheryl Matlosz, CAP; **Book Cliff**—Karen Loughman, CAP; Pearl Hanson, CAP; Kyle Sheldon-Chandler; Melissa Medina; Kristin Hoaglund; **Rim Rock** –Deanna Anthony, CAP; Linda Frank, CPS/CAP; Virginia Burgess;

CALENDAR OF EVENTS



## CALENDAR OF EVENTS

## NOVEMBER 2010 \*SCHEDULE OF EVENTS\*

- First weekend in November 5-6, 2010= Certification Examination
- November 4, 2010= Cutting Edge Chapter monthly meeting (virtual)
- November 8, 2010= Mountain View Chapter monthly meeting
- November 9, 2010= Denver Chapter monthly meeting
- November 9, 2010= Pikes Peak Chapter monthly meeting
- November 10, 2010= Denver DT Chapter monthly meeting
- November 10, 2010= Union Colony monthly meeting at the City of Greeley Building
- November 15, 2010= Deadline for Form 990-N to be filed by Chapter and Division Treasurers
- November 16, 2010= C-W-M Division Board teleconference meeting beginning at 7:00 p.m. MT
- November 17, 2010= Book Cliff Chapter monthly meeting at Two Rivers Convention Center GJ, CO
- November 18, 2010= Old West Chapter monthly meeting
- November 18, 2010= Boulder Chapter monthly meeting
- November 30, 2010= Teleconference: CWM Division President and Chapter Presidents
- **TBD**= Chapters and Divisions: Deadline for mailing the IAAP/Avery Great Results Chapter and Division Achievement Awards applications

**Achieving Greatness: The Value of Association****By Don Yaeger**

Association leaders and corporate executives have long recognized that great lessons – lessons in leadership, team building, handling adversity, and managing success – can be learned from their peers in the world of sports.

This explains why some of the most sought after public speakers at corporate events are sports greats – Miami Heat President Pat Riley, Duke basketball coach Mike Krzyewski, former Pittsburgh Steeler running back Rock Bleier and former LSU basketball coach Dale Brown are among the most popular speakers on the circuit. The lessons they teach and exhibit in their world translate perfectly into yours.

In my 20-plus years as a writer for *Sports Illustrated* and author of more than a dozen books, I have been blessed to spend hours interviewing great winners like Riley, Krzyewski, basketball legend Michael Jordan and Hall of Fame running back Walter Payton.

Some of the best lessons I have learned, however, have come at the foot of the greatest winner of them all, the late John Wooden, former UCLA basketball coach and winner of unprecedented 10 NCAA championships. Wooden also was an oft-tapped corporate consultant on the subject of leadership.



Efforts and courage are not enough without purpose and direction.

**John F. Kennedy**

## Achieving Greatness: The Value of Association

Continued from page 10

Before Wooden's passing, I often traveled to Los Angeles to talk with him about Greatness and the traits of those who have achieved it. One characteristic he was passionate about was that the truly "great" understand that value of association. They know they can only become great if they surround themselves with others who are headed in that direction.

Just a couple of years ago, the then 97-year-old Wooden, his mind sharp as any 30-year-old I had met, got a twinkle in his eyes when told me he had a story to share, one I would enjoy sharing with others.

"Many people, when they ask me about coaching great players, always ask me about my two most famous centers, Lew Alcindor (who became Kareem Abdul-Jabaar) and Bill Walton," the coach said, "But one of the greatest I have ever coached is a player many wouldn't suspect. It was Swen Nater."

I think Coach enjoyed the look of surprise on my face. I remembered Nater, but just barely. What I remembered was that he was cut from his high school basketball team as because, even at 6-foot-11, he was too clumsy to offer the team any value. He didn't give up, though, and several years later made a community college team. He became talented enough that several four-year colleges offered him scholarships.

At the time, UCLA and Wooden were in the middle of one of the most spectacular runs in all of sports, winning seven of eight national championships. Alcindor had graduated, but Wooden had a new center, Walton, who he thought might be even better.

Nater's community college coach asked Wooden to consider his player. "I was told he could, at the very least, be a great practice opponent for Walton," Wooden recalled. "So I spoke with Swen. I was honest. I told him he could go to a small school and play all the minutes he wanted, or he could come to UCLA, where he likely would never start a game, but where he could play against the best center in the country every day. That's the best I could offer him."

Nater didn't flinch. He accepted the opportunity and, as Wooden had promised, he didn't start a single game at UCLA.

"Swen understood that to become the best he needed to associate himself with the best he could find," Wooden said. "There was no better than Bill Walton."

Or John Wooden.

When his three years at UCLA were complete, Nater had been part of a team that won a record-breaking 88 straight games and had played for three more national championships – all as Walton's backup.

Nater then made history when he became the first player selected in the first round of the professional basketball draft without ever starting a college game. He played 12 years professionally and now is a senior executive in the corporate offices of COSTCO. His career "is absolutely and directly the result of having made the decision to associate myself with folks who were the very best," Nater told me. "I learned that you are who you associate yourself with."

## DELGATE'S REPORT—EFAM BOSTON, MA 2010

Dear CWM Division Members,

I have to say that it is an event like the 2010 International Education Forum and Annual Meeting that really gets your *passion* for IAAP rising high! For those of you who did not get the opportunity to join us in Boston, MA, July 17- 22, 2010, I hope that you are already making plans to be present in Montreal, Quebec, July 24-27, 2011 which is the designated dates and site for the 2011 International Education Forum and Annual Meeting.

EFAM! Education, fun and memories are what I would say if I were to put it into my terms! Right from the start with the Saturday arrivals of the attendees from across the globe, EFAM offered many advantageous chances for all of us to experience the true meaning of IAAP and the unlimited resources it gives each of us as members on a daily basis beyond this past event. The meeting hosts, coordinators, and our International officers did an extraordinary job of making us feel welcome and very, very important!!!

The opening business session kicked-off on Sunday morning with an introduction of the Board of Directors and the Executive Director. The a.m. Credentials Report verified a total of 429 registered delegates and 160 registered alternates. You can only imagine sense of pride obtained through participating in a meeting with such greatness, size, and influence for IAAP.

Among other routine agenda topics, an introduction to the 2010-2011 candidates for the Election to IAAP International Board of Directors and Retirement Trust Foundation International Board of Trustees was given to the group. We also heard from the International President, Susan Shamali, CPS/CAP as she presented the "State of Association." The Avery Achievement Awards, Evening of Welcome Invitation, and Announcements concluded the session.

The Office Expo, District Caucuses, Candidate Forum, President and President-Elect Office Hour and RTF Hour are other events that completed Sunday afternoon. Sunday night brought a grand finale of the day with a fun-filled, *Evening of Welcome*, "Take me out to the Ballgame." There were definitely plenty of popcorn, peanuts, and dancing, Yes, Dancing!

Monday morning opened with the delegates going to the polls and casting their votes. Avery® sponsored a leadership luncheon that offered 1 recertification point for attendance. The Business Session reconvened at which the Declaration of Election and the Installation of the 2010-2011 International Officers/Trustees, State of Profession by the Executive Director, the Invitation to the 2011 Annual Meeting, and the International Bylaws and Standing Rules Committee Report took place.

### INTERNATIONAL BYLAWS AND STANDING RULES PROPOSED AMENDMENTS- VOTING RESULTS

All of the IAAP proposed amendments passed. The bylaws amendments were:

Bylaws Amendment 1 deletes full-time employment as a qualification for international office, must only be employed.

Bylaws Amendment 2 specifies that candidates for president and president-elect serve as a vice president, treasurer, or secretary for one year.

Bylaws Amendment 3 states that candidates serve as district director as a qualification for vice president, treasurer, or secretary.

Bylaws Amendment 4 stipulates that candidates for district director serve at least one full year as a division president.

Bylaws Amendment 5 pertains to International Bylaws and Standing Rules Committee and deletes the committee recommendations and reasons for recommendations on proposed bylaws amendments. Instead the proposer's reasoning will be included.

Bylaws Amendments 6 and 7 are relevant to the annual meeting. Bylaws Amendment 6 deletes the paragraph regarding scheduling the annual meeting six years in advance. Bylaws Amendment 7 adds the stipulation that delegates and alternates must be members of the unit they are representing.

Tuesday morning brought keynote speaker, Vernice Armour, often known to us as "FlyGirl", to the stage for an energetic performance full of motivation and stories about life. ( 1 recertification point ). Her book, [Who Needs a Runway? Take Off From Where You Are!](#), written especially for administrative professionals can be purchased by visiting her website at [www.vernicearmour.com](http://www.vernicearmour.com). In the evening session, we had keynote speaker, Erin Brockovich, with the address "Take It From Me, Life's A Struggle, But You Can Win". She gave inspiration to the crowd as she made references to her own climb to success. A photo session with the administrative professionals concluded her appearance at EFAM.

Tuesday, Wednesday, and Thursday morning offered a variety of seminars with topics that covered technologies to communication styles and much, much more in between. The average administrative professional who attended EFAM week had the rare opportunity to take part in approximately 8 to 10 seminars and training sessions. Most of the sessions offered recertification points, too!

## DELGATE'S REPORT—EFAM BOSTON, MA 2010

CONTINUED FROM PAGE 12

Wednesday evening was a truly special time when recognition was in full bloom for all! Our newly elected International President, Mary Ramsay-Drow, CPS/CAP initiated her reign with a heartfelt message to all and “heart wands” twinkled with music as she made her debut. Outgoing International President, Susan Shamali, CPS/CAP, transferred power with beauty, grace and good spirit in her final works spoken before us as our great leader.

The “Pathways to Excellence” achievers were given the “red carpet” treatment as they each were invited to come upon the front stage of celebrity lights under the theme “Power of Commitment” and to walk with their heads high and proud for such an honorable and magnificent accomplishment for the organization.

The CWM Division members who attended the 2010 EFAM represented the division well! Their enthusiasm and involvement throughout the event portrayed “leadership” and “commitment” to our division and to IAAP. I ask each of you to do it again, and join us in Montreal, Canada for EFAM 2011. You’ll be glad you did!!!

Here is the listing of the 2010-2011 International Board:

Mary Ramsay-Drow, CPS/CAP, President [mrdrow@iaap-hq.org](mailto:mrdrow@iaap-hq.org)

Tamara Goodall, CPS/CAP, President Elect [tamargoodall@comcast.net](mailto:tamargoodall@comcast.net)

Karlana Rannals, CPS/CAP, Vice President [krannals@iaap-hq.org](mailto:krannals@iaap-hq.org)

Antoinette Smith, CPS/CAP, Secretary [asmith@iaap-hq.org](mailto:asmith@iaap-hq.org)

Judith Yannarelli, CPS/CAP, Treasurer [jyannarelli@iaap-hq.org](mailto:jyannarelli@iaap-hq.org)

Kristi Rotvold, CPS/CAP, Northwest District Director [krotvold@iaap-hq.org](mailto:krotvold@iaap-hq.org)

### Thank you past CWM Division Board Officers !

We would like to send a special “thank you” to our past CWM

Division Board Officers for serving us well the 2009/2010 term: **President; Margaret Hartl 2009/2010 President; Tish Neff 2009/2010 President-Elect; Eileen Verosko, CPS 2009/2010 Vice President; Judy Smith, CPS/CAP 2009/2010 Secretary; Andrea Latine 2009/2010 Treasurer; Debbie Brown, CPS/CAP/RP, 2009/2010 Parliamentarian**

Thanks for your continuing dedication and commitment to I.A.A.P. and the CWM Division!



LEADERSHIP, TEAMWORK,  
COMMITMENT

## 2010/2011 C-W-M Board Liaisons Announced

Welcome to the third consecutive year for the CWM Division to utilize board liaisons! The idea was first introduced by the CWM Division Board of Directors led by former CWM Division President, Kyle Sheldon— Chandler VA during the 2008-2009 term. The idea has proven to be a great success to this Division. Many of the past chapter presidents appreciated and came to lean on their “direct link” to the Board for support and encouragement.

**The 2010-2011 term looks to be a year filled with a strong spirit of leadership and commitment!**

The following Board members have been assigned to the following chapters for the 2010-2011 term:

Tish Neff, CWM President:	Hewlett Packard Northern Chapter, Old West Chapter
Eileen Verosko, GPS, CWM President- Elect:	Rim Rock Chapter, Boulder Chapter, Book Cliff Chapter
Carol Hardin, GPS/CAP, CWM Vice President:	Mountain View Chapter, Union Colony Chapter
Deanna Anthony, GPS/CAP, CWM Secretary:	Cutting Edge Chapter, Denver Chapter
Andrea Latine, CWM Treasurer:	Denver Downtown Chapter, Pikes Peak Chapter

### Holiday Mail Deadlines Announced

The US Postal Service has set the following cutoff dates for packages to be delivered in time for Christmas.

#### DOMESTIC MAIL

Express Mail: Dec. 22nd  
Priority Mail: Dec. 21st  
First-Class Mail: Dec. 20th  
Parcel Post: Dec. 15th

#### MILITARY MAIL

Express Mail: Dec. 18th  
Priority & First Class:  
Dec. 10th (Dec. 4th for ZIP 093)  
Parcel Airlift: Dec. 3rd  
(Dec. 1st for ZIP 093)  
Parcel Post: Nov. 12th

## SWEET OPPORTUNITY!

The CWM Division Board has voted to **waive the division dues** on new member applications for your recruitment events in October 2010 and in April 2011.

Applications must be received by IAAP Headquarters between October 1-31, 2010, and April 1-30, 2011 in order to qualify for the discount benefit. Remember to indicate on the Membership Application in the appropriate area “waived”. Please check the International website for instructions regarding online applications.

**Recruit! Recruit! Recruit!**

Take advantage of this great perk!

Degree	Experience Requirement
No Degree	4 years
Associate Degree	3 years
Bachelor's Degree	2 years

**Who can certify?**  
To achieve certification, an office professional must meet administrative employment requirements (see chart to the right) and pass the exams.

**Why Encourage Certification?**

- Certification demonstrates employees are serious about advancing their skills and career.
- Candidates build skills while studying for the CPS or CAP exam.
- Attaining certification provides support staff with the necessary tools to run an efficient office.
- Those attaining certification are required to recertify every five years, ensuring their skills are up-to-date.

The recent salary guide by Office Team states that those with a CPS or CAP can earn up to **7%** more per year than those that don't have certification.

**Taking The Exam**

The Certified Professional Secretary exam is a one-day, three-part exam. The Certified Administrative Professional exam is a four-part exam spanning a day and a half. Exams are updated often, ensuring those who take the exams are being tested on the most current information available for administrative professionals.

Exams are offered every May and November at over 150 locations across the U.S., Canada and other countries.

**Parts 1-3 of the CPS and CAP exams cover:**

- Office Systems and Technology—12%
- Computer hardware, systems and configuration.
- 10% document layout, design and reproduction; 60% software; 12% managing physical resources.
- Office Administration— 28% records management; 7% communication
- Management— 40% human resources; 10% accounting procedures and analysis; 12% time management; 14% communication

**Part 4 of the CAP exam covers:**

- Advanced Organizational Management— 20% organizational planning; 24% advanced administration; 24% team skills; 24% advanced communication

**“I’m glad I made the decision to attain my certification because it helps me be an asset to my executive. It is a personal accomplishment that I am very proud of.”**  
— Mary L. Whitford, CPS



## Professional Certification—Yes, You Can!!!

**Why Certification?** Certification demonstrates that you are serious about your career. Candidates build skills while studying for the CPS and CAP Exams. Who can certify? To achieve certification, an office professional must meet administrative employment requirements and pass the exam.

The Certified Professional Secretary exam is a one day , three– part exam. The Certified Administrative Professional exam is a four-part exam spanning a day and a half. The exams are updated frequently ensuring that those taking the exams are being tested on the most current information available for administrative professionals.

Exams are offered every May and November at over 150 locations across the United States, Canada, and other countries.

Becoming certified is one criteria for obtaining Excellence as a Member, a Chapter, and as a Division. As a member of IAAP, study guides and study groups are easily available. Most CWM Chapters have a study group established to help you prepare for the exams.

Set a goal to obtain your certification today and start your journey to the test. Yes, You can!!!

Stay tuned for the next edition where we will explain the new changes coming up for Certification,

For additional information about certification, contact Pearl Hasson CAP, CWM Division Certification Committee Chair, at [pearl.hasson@vectrabank.com](mailto:pearl.hasson@vectrabank.com)

One of the things that may get in the way of people being lifelong learners is that they're not in touch with their passion. If you're passionate about what it is you do, then you're going to be looking for everything you can to get better at it.

— Jack Canfield

# PASSION & PURPOSE

CO-WY-MT DIVISION

At the 2010 CWM Division Meeting in Cheyenne, WY this late June, President Tish Neff issued a task for each chapter to take part in creating a Division poem based on this year's theme Passion & Purpose. Chapter Presidents reached into a box and pulled out fortune cookie that gave them a date and fortune. Tish provided the first verse, and below are the chapter contributions to date. Our chapters have really put on their thinking caps and come up with some great lines.

## Passion & Purpose- Ignite the Leader within You!!!

We have the **passion** within us all,  
And a purpose that will go the distance.  
We will lead and stand up tall.  
The Division is here for your assistance.

Union Colony is a great chapter of IAAP accountability  
Increased enthusiasm, commitment, and a shared vision,  
Encouraging teamwork, growth, and possibility  
Of professional opportunities as our mission.  
[Union Colony Chapter - "Versatility is one of your outstanding traits"]

With **Passion and Purpose** since 1944,  
Our enthusiastic commitment is our vision for the future.  
The Pikes Peak Chapter does constantly explore,  
New ways to continue on this wonderful adventure!  
[Pikes Peak Chapter - "Avoid senseless contradictions with others"]

HP Northern Colorado Chapter, we're in the West  
Learning together to be our best.  
At Hewlett-Packard, monthly we meet;  
Our outstanding network can't be beat.

[HP Northern Colorado Chapter - "The love of your life will appear in front of you unexpectedly."]

**Denver Chapter's **purpose** rises to the occasion**  
**When challenge and opportunity give us cause.**  
**For **passion** truly is our vision**  
**No matter what, no matter when, without a pause.**

# THE Trust

RETIREMENT TRUST  
FOUNDATION

Be a part of the  
2010-2011 C-W-M "Division"  
RTF Fundraiser

Just in time for the holidays...



Celebrate with us **NOVEMBER** as RTF month

Any member or non-member who donates a **minimum donation of \$10.00** to the "division" RTF fund will receive a handmade, limited edition, numbered and engraved one-of-a-kind Christmas ornament named "A Home with Heart".

Only 50 of these unique, custom-made houses are being made so reserve yours today! Contact Carla Thomas, CWM Division RTF Chair, at [jimcarla5017@msn.com](mailto:jimcarla5017@msn.com)



Help the Retirement Trust Foundation reach its financial goal this year and support our mission of providing housing assistance to administrative professionals, age 55 and older, who are in need. In the current economic environment, finances can be tight for many of our members, but it can be even worse for our retired members. If every member can donate just \$3.25 each, plus \$100 from each division, we will reach our goal.

Who doesn't want to get more for their money these days? It's easy to double your donation to the RTF by using company match. Many companies will match a charitable contribution dollar for dollar. This is an easy way to double your donation, and you will get credit in the Family of Givers (FOG) program for your actual donation AND the match. Your chapter and division also benefit because calculations of total donations are rolled up from individual to chapter to division.

For more information about the Retirement Trust Foundation please visit the RTF website at [www.iaap-rtf.org](http://www.iaap-rtf.org).

The RTF appreciates your generosity.