



January 2012

HAWKEYE CHAPTER, DES MOINES, IOWA



MEETING NOTICE

January Meeting

Date: January 11, 2012
Time: 5:45 pm Social; 6:00 pm Dinner
 Fort Des Moines Museum
 75 East Army Post Rd., Des Moines

Membership Recruitment Session

Program: Leadership and Succession Planning - Sarah Bantz

Meal: In the Bag, bring your own beverage

Cost: \$2.00 (Members only) No cost to guests

Cash or check made payable to Hawkeye Chapter –IAAP

RSVP: Jeanne Griffen, CAP-OM (vjgriffen@gmail.com) & Mary Ann Moore (mmoore@desmoinescvb.com) by **NOON** January 6, 2012.

PLEASE NOTE: Any reservations received after Noon on Friday will be added to the seating arrangements, but the member or non-member will be responsible to bring their own dinner item. Dinner item reservations will not be adjusted after that time.

DINNER CANCELLATIONS: All members and guests will be billed for their dinner if a cancellation is not received prior to NOON the Friday before the scheduled meeting. Reference: Bylaws Standing Rule #2.

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BOARD MEETING NOTICE

Board Meeting **801 Grand Ave**
January 5, 2011 **Conference Room G-1112**
12:00 PM - 1:00 PM **Dial-in information will be provided with the Agenda.**

Contact Sarah Bantz if you are unable to attend at 515-283-5564 or bantz.sarah@prinicpal.com.

Any member is welcome to attend the board meetings. Please let Sarah know if you are interested in attending.

IAAP

MISSION STATEMENT:

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

President's Message



I hope everyone had a very Merry Christmas, and hope all have a very safe New Year!

I have in past years, made New Year's resolutions, and of course by March, I have not acted on or said what I was going to do in my resolution. I have since decided that I reflect back on the previous year, and see what worked and what didn't, how my attitude changed things, and then set a goal to make things better in every aspect. This helps with my attitude as well as stress in my life, and who needs added stress! We all offer so much to our employers, family and friends, and I hope each one takes time for themselves.

As we start the last 6 months of the IAAP year, I hope everyone will "Make the Leap to Remarkable" in more ways than one. This is the time of year to keep in mind that the nominations committee will be working on retaining/recruiting members to be a board member. If you have been a committee chair, you are definitely eligible to be a board member. This is great experience to get more familiar with what there is to offer the chapter. If you are approached, please consider being an active participant, and support the chapter.

We are on the right track with the Chapter of Excellence criteria, so I am sure that we will again succeed in receiving this honor at EFAM in Grapevine TX. We have completed 4 of the 8, and the 5th criteria will be completed at this month's chapter meeting. Remember this is our Member Recruitment meeting, so please bring anyone that you think would benefit from membership to IAAP. I hope members are also working on their own Member of Excellence goals, and can accomplish 8 of the 11 needed. Being a Member of Excellence has helped me introduce new things into my life as well as continuing to achieve in other areas. It is a small accomplishment, but one with great reward in the end. Your self!

Happy New Year to everyone! Ring in 2012 and be happy with all that you can offer!

Sarah Bantz
2011-2012 President



How's your deskside manner?

By Julie Perrine, CAP-OM, MBTI Certified

You're probably familiar with the term "bedside manner." It's typically used to describe how a healthcare professional interacts and communicates with patients. A doctor with "good" bedside manner is likely a good communicator, a great listener, empathetic to their patients, and attentive to making the patient feel at ease. A doctor with "poor" bedside manner may come across as arrogant, abrupt, rude, and likely isn't a great listener or communicator. As admins, how we interact with customers - internal and external - defines our "deskside manner". So how is yours?

We've all worked or interacted with the "Crab in the Corner" - the admin who instills fear and trembling in every soul who approaches her desk because she's short, abrupt, sometimes abrasive and generally unpleasant to interact with. You avoid her corner at all costs...doing everything you can to figure things out without her until you absolutely must approach her to ask a question or seek additional information.

Then there's the "Considerate Caretaker" - the admin who makes every person who approaches her desk feel warm and welcomed because she's smiling, making eye contact, truly interested and engaged in helping you get the answers or information you need from her. You find yourself feeling more upbeat and satisfied when you leave her desk because she was pleasant, positive, and genuinely helpful.

Your deskside manner is key to how you are perceived and treated within your office. Your deskside manner reflects on you, your executive, and the entire company. It's something you control. It's something you can change if it isn't what you'd like it to be. It's something you can continually improve upon even if you're already doing a great job. This isn't a course you can enroll in at your local community college, but there are some questions you can ask yourself to evaluate your deskside manner.

Are you an emotionally intelligent admin?

Emotional intelligence (EQ) is defined as the ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth. Studies show that IQ attributes to 20% of life success, however EQ attributes to between 40-60%!

How you respond to situations at the office is very important. You must be able to accurately define the emotions you are experiencing, know how to productively process through them, and then respond appropriately. You must display the ability to be persistent, be motivated, control impulses, delay gratification, and choose your attitude.

Companies typically hire individuals for their IQ's and experience. They fire them for a lack of EQ. (Doctors with poor bedside manner are usually lacking in EQ also!) The good news is you CAN change and improve your EQ when you specifically focus on doing so over time.

Do you have a positive attitude?

You know if you do or not. Are you a glass half full or glass half empty kind of person? Are you always seeing the positive side of things or the negative side of things? Do you energize, inspire, and lift people up or do you sap their energy and suck the life right out of them? Your attitude is a key component of your deskside manner. But there's good news here, too. You CAN change your attitude...if you CHOOSE to. It can be a permanent change for the better. I've watched the evolution of a person in my life who proactively pursued making an attitude change over an 18 month period. It has truly changed how this person thinks, acts, responds to others, and lives life. One of the tools this person used to facilitate this change in attitude was a book called ***Attitude is Everything*** by Jeff Keller. I've read it also and highly recommend it.

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How do you handle stress and pressure?

It's much easier to be pleasant when everything is going well. But what happens when you're under pressure, trying to meet a deadline, or working in a stressful environment? I once had an executive comment to me that I didn't hide my emotions well under stress. That was a trigger for me to realize I needed to pay more attention to my body language, my tone of voice, my facial expressions, and my overall attitude when conditions in my environment were not ideal. I never wanted those who approached my desk to feel like they were a bother or inconvenience...even if I was really busy at a given time. Yet during stressful times, I was giving visual indications to "approach with caution." I made some immediate changes.

Are you a great listener?

Listening is also a skill you can develop and improve. Admins are typically conditioned to anticipate the needs of others - after all, it's what we do. But anticipating what someone is going to say can sometimes cause us to not listen as closely to what is actually being said. If a doctor doesn't listen attentively and empathetically to their patient, they can miss significant clues as to the diagnosis and best means of treatment. It's the same for us. When someone approaches your desk, train yourself to push the pause button and fully engage as an active listener to what they need. You'll make them feel like a million bucks, and you'll be certain you captured all of the important details because you weren't multi-tasking with a partial ear.

Are you a good communicator?

There are a lot of factors that go into becoming a good communicator. There are basic communication skills such as writing and speaking. We can all write and speak to a certain degree. But when you mix in different communication styles, personality types, and the everyday workplace situations, it becomes much more complex. Start by becoming very clear about your personal communication style and preferences. There are numerous assessments available to help you figure this out. Then become a student of observing and learning about others' communication styles. How do you need to adapt to work and communicate more effectively with other types? The more you study and immerse yourself in becoming an effective communicator, the better communicator you will become.

I read that a doctor with poor bedside manner may actually cause a patient to perceive more pain, if the patient is wracked with fear or anxiety. Think about it in your own experience at the office. When you are anxious or nervous about approaching someone (e.g. "The Crab in the Corner"), you build it into something even worse in your head than it truly turns out to be most of the time primarily because of your perceptions of their deskside manner. There are businesses I have called and been greeted so poorly or incompetently by on the phone that I hesitate to call them again unless I absolutely have to. I've even gone online to find other contact points or email addresses I could try so I wouldn't have to deal with that individual specifically again. One person's deskside manner can impact a customer's first impression and reflect poorly or positively on the entire organization.

Admins with good deskside manner stand out! They are much easier to employ. They are more widely utilized within their organizations. They have more opportunities offered to them. They have raving fans throughout their companies and beyond. They're easy to refer and recommend to others. They make everyone they interact with feel valued and appreciated.

So how's your deskside manner? I hope you're the "Considerate Caretaker" with raving fans far and wide!

Recommended resources:

Emotional Intelligence Quick Book by Travis Bradberry and Jean Greaves

Working with Emotional Intelligence by Daniel Goleman

Attitude is Everything by Jeff Keller

Crucial Conversations by Patterson, Grenny, McMillan, Switzler

Daniel Goleman's Blog: <http://danielgoleman.info/>

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Julie Perrine, CAP-OM, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your **FREE copy of our special report "Creating Your Strategic Administrative Career Plan"** at www.AllThingsAdmin.com

CALENDAR OF PROGRAMS

Hawkeye Chapter 2011– 2012

Program Committee Chair: Michelle Dekker

January 11, 2012	Sarah Bantz – Leadership and Succession Planning RE-cert points
February 8, 2012	Ray Hansen- Your Financial Plan
March 14, 2012	Mary Ann Moore- Greater Des Moines Convention and Visitors Bureau
April 11, 2012	Cory Garrison- Social Media- RE-cert points
May 9, 2012	Event Planning Inside View
June 13, 2012	Installation of Officers

NOMINATIONS FOR INTERNATIONAL OFFICE OR RETIREMENT TRUST FOUNDATION TRUSTEE

Nominations to International Office or Retirement Trust Foundation Trustee are required to **submit** all forms **via e-mail**. The Committee on Nominations Chairman will confirm receipt of any nomination within three business days.

The following documents may be downloaded from the Call for Nominations, in the IAAP web community document library:

- Official Notice for International Office
- International Office Candidate Application
- Official Notice for Retirement Trust Foundation Trustee
- Retirement Trust Foundation Trustee Candidate Application

Nomination forms are to be completed and sent via e-mail to the Chairman of the Committee on Nominations, the Executive Director and the respective chapter, division or affiliate president for acknowledgement of nomination. **Note:** for International Office candidates the IAAP International Bylaws and Standing Rules state that any chapter or affiliate association, by vote of its members, may nominate only one of its qualified members as a candidate for international office and must do so prior to January 15, 2012. Any division, by a vote of its board of directors, may nominate only one of its qualified division members-at-large as a candidate for international office and must do so prior to January 15, 2012.

The application must be received **by e-mail no later than 5:00 p.m. CST January 15, 2012**.

All nomination submissions will be reviewed by the committee after the deadline of January 15, 2012. **Applications found to be incomplete will be disqualified.** Candidates will be informed by February 1, 2012, of acceptance or non-acceptance of candidacy.

Committee on Nominations Chairman e-mail: mrdrow@iaap-hq.org

Executive Director e-mail: executivedirector@iaap-hq.org

JANUARY BIRTHDAY WISHES



Barbara Burnight

1/05

JANUARY CHAPTER ANNIVERSARIES

None in January



MARK YOUR CALENDARS 2012

February 15, 2012 Deadline for Registration for May 2012 Certification Exam
 March 4, 2012 Spring Conference - Las Vegas, NV
 April 22, 2012 Administrative Professionals Week
 April 25, 2012 Administrative Professionals Day
 May 5, 2012 CAP Exam
 June 1-3, 2012 IA-NE Division Meeting, Omaha, NE

This is a monthly newsletter publication of the Hawkeye Chapter of IAAP. Submissions are due by the **20th** of the month to newsletter editor Sarah Bantz at bantz.sarah@principal.com

2011-12 Hawkeye Chapter Officers

President	President-Elect	Secretary	Treasurer	Assistant Secretary/ Treasurer
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2010-11 Iowa-Nebraska Division Officers

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