



September 2011

HAWKEYE CHAPTER, DES MOINES, IOWA



MEETING NOTICE

September Meeting

Date: September 14, 2011
Time: 5:45 pm Social; 6:00 pm Dinner
 Fort Des Moines Museum
 75 East Army Post Rd., Des Moines

Program: Your Work Style in Color - Office Team

Meal: PASTA BUFFET

Tuscani Rotini Pasta w/Creamy Chicken Alfredo or Meaty Marinara
 and Breadsticks, Salad, Dessert
 Bring your own beverage

Cost: \$9.00 (includes \$2.00 facility fee)

Cash or check made payable to Hawkeye Chapter –IAAP

RSVP: misssniff2010@hotmail.com

by **NOON** September 2, 2011.

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.

BOARD MEETING NOTICE

Board Meeting **801 Grand Ave**
September 1, 2011 **Conference Room G-1119**
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@prinicipal.com.
 Any member is welcome to attend the board meetings. Please let Sarah know if you are interested in attending.

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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 has enjoyed their summer. As I say this, we all should be reminded that kids are back in school, and starts the busy year of activities with kids as well as your own activities. And now that the weather has somewhat calmed down, you know we are heading into the cooler weather.

Thank you to those who attended our "informal" social in August. It was quite the adventure, starting out at one place, and moving because they had no power. But we as admins, are experienced with this sort of change, and can adapt very well. We had our network set up (except for Michelle, which we will change for sure), so all was well, and everyone had a great time. Looking forward to the Holiday Social!

I hope everyone is taking the necessary measures to stay aware of the goings on with Wall Street and how Washington decided on raising the debt ceiling. I really don't think we are out of the recession like they are talking about, but it is a good time to think and re-think about where our money is going, and saving for the future. I was reading my weekly "Monday Motivators" from Joan Burge, and an article struck me as how to deal with "dragons" in your life, whether it is financial or work related. I want to share those things to hopefully put some perspective and knowledge:

- ✦ **Be positive.** When others around are talking about how awful everything is, acknowledge their correctness and then say, "Yeah, but we are a strong country. We have pulled out of tough times before." Or, "Yes, that is true but I'm focusing on what I can do to make things better."
- ✦ **Stay hopeful.** This will not last forever. Nothing lasts forever, no matter how bad it is. It may seem like it takes forever, such as the housing market. It is going to take years and years, especially here in Las Vegas but it will eventually end. Focus on what you can do today.
- ✦ **Think lean and streamline processes wherever you can.** Save your company money wherever you can. Spend but spend wisely. Remember, if you have to do something over, you are costing your company money. Do the right thing right, the first time. This means slow down, proofread, pay attention and question anything that seems out of sorts to you.
- ✦ **Uplift others.** As we uplift others, they inspire others and we create a possible ripple which then motivates people to do good.
- ✦ **Be strategic.** When planning upcoming seminars, conferences and training - see how they line up and teach you strategies that you can bring back and implement in your workplace. Put together a presentation showing your executive the benefits of the training. Everyone needs to be a star in their job today. Mediocrity is not acceptable! Therefore, you need to invest in learning (even if your employer can't support you). If you do your due diligence and promote the benefits of what you will learn and then use persuasion skills, you should be a winner!

Do not.... Do not.... Get pulled into the negative talk. That just feeds the ugly dragon. Let's help move things forward in a positive way. Be a part of the solution, not the problem.

We have a lot coming up this month with Bylaw amendments so I hope you all are prepared and ready for those changes. They are for the most part housekeeping items, but some are not. Please make sure you review them and come to the meeting to vote, your voice does count.

Sarah Bantz
2011-2012 President

80/20 Rule - Submitted by Pam Fordyce

Most of us have probably heard of the 80/20 rule, also called the Pareto's principle. Pareto's principle states that 80% of effects come from 20% of the cause. Sometimes the actual ratio fluctuates to 70/30 or 90/10 but the main idea behind the rule still holds true.

Humble Beginnings

The idea that only 20% of anything account for 80% of the overall result was first proposed by the Italian economist Vilfredo Pareto in the early 1900s. He discovered that 80% of Italy's landholdings were owned by 20% of the population. The principle was first adopted to explore serious social issues as probably intended by Pareto himself, but soon enough people began to realize that the 80/20 rule is visible everywhere.

Since then Pareto's principle became a sort of mantra among individuals who want to stay on top of everything that's going on in their lives. Our hectic modern schedules don't leave much room for careful planning, and most of the time we're content doing things on the fly and letting things run their course. However, the 80/20 rule invites us to take a closer look at our everyday activities and to weed out the important stuff from the not-so-important ones.

With the Pareto principle in mind, you can actually change the way you run your household, office and ultimately your life. The idea is that by changing 20% of the things that you usually do, you can improve the overall results of your work by 80%.

The 80/20 rule means that you don't really have to exert too much effort to bring about the results that you want, but identifying that critical 20% is the challenge. If you want to simplify and declutter your life, you have to focus on that 20% to ensure that you don't waste your time doing. The key is to find the value in everything that we own or do.

Here are some places where you can apply the Pareto principle to bring about higher satisfaction and productivity levels:

Closet. Your closet is home to clothes that you probably don't use. Are you already short on storage space because of all the clothes you've accumulated but have never worn? Identify the clothes that you actually like and use, and then throw out the others or donate them to charity. Other people can use the things that you don't, so why keep them? Besides, you will have a better experience choosing your outfit if everything is hung or folded neatly inside a roomy closet.

Worktable. Your work desk is probably the most disorganized area in your house. What are the things that you really need on that table? What are the things that are just taking up space and accumulating dust but are never actually useful? Put away the things that don't help you with your work because you're better off having more elbow room as you take phone calls or answer emails. Besides, these unwanted items can only distract you from the task at hand and slow you down.

Kitchen. Your kitchen may be filled with all the fanciest equipment and the most expensive ingredients, but probably cook with only 20% of them. Don't waste your money and time on things that are just meant to impress guests. If you're not a professional chef, you don't really need all those shiny chrome gadgets and copper pans.

Bedroom. Some people sleep better with clutter around them, but it's actually more sensible for to sleep in a room that's clean and organized. You will be able to get dressed for work faster if everything is where it should be, from your socks and shoes down to your ties and cuff links. You no longer have to spend the better part of an hour looking for your lost briefcase amidst all the clutter of your room.

Attic. Most homeowners think that their attics are black holes that simply suck their unwanted and forgotten junk into oblivion. This couldn't be farther from the truth. Instead of putting away unused items in boxes and storing them up in your attic, you have to sort through them regularly and determine which ones should leave your home for good. Otherwise you'll just end up having a house where all the unwanted stuff collects dust in the attic.

What are the areas you think would have the most payoff for decluttering? Share below.

When not out building relationships with other bloggers, Krisca Te can be found visiting blogs that cover topics about productivity. She is also a personal finance junkie who is currently working with Australian Credit Cards, a personal finance guide based in Sydney, Australia. You can follow ACC on Twitter if you like to stay updated on their latest contents.

**EFAM Delegate Report
Sarah Bantz**

Thank you to the Chapter members for allowing me to attend the 2011 EFAM in Montreal, Quebec Canada. Friday, July 22 was our big travel day. Pam, Patti, Sherry and I traveled from Des Moines to Minneapolis and then on to Montreal. All of us were definitely glad that we went through Minneapolis. We found out when we arrived in Montreal, that most of the people who traveled through Chicago, found out that their flight was either cancelled or delayed several hours due to storms.

On Saturday, after a restful night, we headed to the Convention Complex to register and get ourselves organized with the layout of the complex as well as the layout of travel from the hotel to the complex. After registering and making sure our emergency information was turned in, Patti and I decided to take in the sights of Montreal on our own. This was one of the free days that we had at the conference and we knew we had plenty of time before our Parade of Nations rehearsal. Patti and I managed to find China Town and Old Montreal! I think we managed to walk about 6 miles or so. Once rehearsal was complete, we headed back to meet the group for dinner.

Sunday began with our Delegate's briefing with Jeff Neurauter our Parliamentary Advisor for EFAM. Jeff went over what would be happening at the day's business session. A brief break was taken, and the flag carriers were ready to take the stage, and after all flags were presented, the Canadian Mounted Color Guard presented the Canadian and American flags and the anthems of both flags were sung. President Ramsay-Drow called the meeting to order. The first order of business was the introduction of committee chairmen and International Board Trustees, as well as past International President's who were in attendance. President Ramsay-Drow reported that there were 228 First Time Attendees. The report of the Credential Committee was presented by Lyndee Long, CPS/CAP, with total number of attendees as of July 24, 2011 at 1,018. The adoption of the Credentials Report, Meeting Rules, and Annual Meeting Program were all approved.

The next order of business was the report of the Nominations Committee. Susan Shamalil, CPS/CAP gave her report of the following candidates for International Office:

- | | |
|-------------------------------|----------------------------------------------------------------|
| Karlene Rannals, CPS/CAP | President-Elect |
| Judith A. Yannarelli, CPS/CAP | Vice-President |
| Virginia S. Boyd, CPS/CAP | Secretary |
| Antoinette Smith, CPS/CAP | Secretary |
| Wendy S. Melby, CPS/CAP | Treasurer |
| Dawn E. Becker, CAP | International Director, Canada District |
| Lina M. Vegilia | International Director, Canada District |
| Patricia Flakenhagen, CPS | International Director, Great Lakes District |
| Debra Rochel Leonard-Porch | International Director, Great Lakes District |
| Tammy S. Pierce, CPS/CAP | International Director, Great Lakes District |
| Doris Goode, CPS/CAP | International Director, Southeast District |
| Roberta Miller, CPS/CAP | International Director, Southeast District |
| Sandy Ratke, CPS/CAP | International Director, Southeast District |
| Leanne M. Fisher | Affiliate Representative |
| Jean Bohinski, CAP | Retirement Trust Foundation Trustee |
| Linda B. Boulay, CPS/CAP | Retirement Trust Foundation Trustee |
| Patricia D. Row, CPS/CAP | Retirement Trust Foundation Trustee - Nominated from the Floor |

When there was more than one candidate running for an office, each nominee was given two minutes to speak to the delegates.

President Ramsay-Drow gave her President's address after a short break. Her speech can be found on the IAAP website if you would like to read her address. She updated us on how the culture of IAAP is changing, and for the better, as well as the increase in webinars. President Ramsay-Drow also mentioned the revitalization of the R&E (Research & Education) goals for scholarships. Be sure to check with the website for more updates in the coming year!

Kelly Reggio, CPS/CAP, Chair of the RTF reported on the success and progress of the Retirement Trust. After Kelly's report, the Avery Great Results Achievement Awards were handed out. The following received great recognition:

- | | |
|-----------------------------------------|-------------------------------------|
| Division Prestige Award | Pennsylvania Division |
| Honorable Mention, 40+ Chapter Members | Clear Lake NASA Chapter, Texas |
| Honorable Mention, Less than 40 Members | Winder Park Chapter, Florida |
| Distinction, 40+ Chapter Members | Springfield Metro Chapter, Missouri |
| Distinction, Less than 40 Members | Book Cliff Chapter, Colorado |
| Chapter Prestige Award | Nashville Chapter, Tennessee |

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The business meeting was recessed until Monday, July 25 at 3:00 p.m.

The rest of the day on Sunday was spent with District Caucuses in which we received our Chapter of Excellence notice. It was noted that all of the Division in the Northwest District received the Division of Excellence! After the district caucus it was time for the Chapter and Division pictures, and then time for the Evening of Welcome which was held in the Convention complex. We had some Mounted Police and a moose to have our pictures taken with. It was a good night with friends old and new!

Monday was voting day for candidates for office. There was only one second ballot and that was for the Great Lakes District. The rest of the morning I ended up at the Office Expo to see what new items vendors had brought in. I also got information for next years EFAM which will be held in Grapevine, Texas, as well as the 2013 EFAM held in Anaheim, California.

The business meeting was reconvened at 3:00 p.m. after our delegate briefing from our Parliamentary Advisor. The report of the credentials committee was made and adopted. The next order of business was the report of the Bylaws and Standing Rules Committee Chair Melynda Porges, CPS/CAP. The following is the outcome of the Bylaws and Standing Rules:

- Amendment 1 - Failed on disbanding on chapter size
 - Amendment 2 - Adopted on simplifying the dues structure
 - Amendment 3 - Adopted on discounting dues for promotion
 - Amendment 4 - Adopted on waiving processing fee for former members
 - Amendment 5 - Adopted on clarifying board term
 - Amendment 6 - Adopted on striking "international" from RTF trustee
 - Amendment 7 - Adopted as amended on who can be nominated for international office
 - Amendment 8 - Failed on providing list of delegates who failed to vote
 - Amendment 9 - Adopted on striking words from bylaws that are now on RTF bylaws
 - Amendment 10 - Adopted as amended on adding the RTF to words on duties for the board
 - Amendment 11 - Adopted on wordage moved to RTF bylaws
 - Amendment 12 - Adopted on adding the RTF to submit to the international committee
- All RTF proposed bylaws were adopted

The next order of business was the report of the Teller's committee on nominations. Below if your 2011-2012 International Officer:

- | | |
|-------------------------|-------------------------------------------------|
| President | Tamara Goodall, CPS/CAP |
| President-Elect | Karlana Rannals, CPS/CAP |
| Vice President | Judith A. Yannarelli, CPS/CAP |
| Secretary | Antoinette Smith, CPS/CAP |
| Treasurer | Wendy Melby, CPS/CAP |
| Canada Director | Lina M. Vaglia |
| Great Lakes Director | Tammy S. Pierce, CPS/CAP |
| Northeast Director | Bianca M. Constance - serving two year term |
| Northwest Director | Kristi Rotvold, CPS/CAP - serving two year term |
| Southeast Director | Doris Goode, CPS/CAP |
| Southwest Director | Dortha W. Gray, CPS/CAP - serving two year term |
| International Affiliate | Leanne M. Fisher |
| RTF Trustees | Jean Bohinski, CPS/CAP |
| | Patricia D. Row, CPS/CAP |

Installation of Officers was conducted.

Executive Director, Don Bretthauer reported on the happenings at headquarters as well as informing all attendees of his departure from IAAP on December 31, 2011. There is a nationwide search going on to find his replacement. The business meeting was adjourned at 5:50 p.m. with the reminder of Keynote speaker Clinton Kelly's presentation Tuesday morning.

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Tuesday morning was our Keynote speaker Clinton Kelly who gave us tips and tricks on how to dress. He informed us that there are three types of women he sees on his show "What not to Wear", and those are the "frumps", "sluts", and "freaks". He was very specific on details to make you look more professional. He was very entertaining.

The afternoon was spent in seminars. I attended a seminar called "See Ourselves as Others See Us" and I found out that I am a true socializer! Not a shocker to most I am sure. But Rebecca Pace was exceptional at her explanations on what "type" of person you are. You could be a socializer, director, relator, or a thinker. It was interesting to see how many people thought they were a little of two, and we were told that we can only be one! Rebecca gave us several fundamentals to show us how we were one "type" and not another. Once we determined what type we were, we were given tools on how to interact with other types. This was a real eye opener on what things to look for to make sure we do well in all facets.

That evening was our second Keynote, Sam Glenn who gave us a session on "*A Kick in the Attitude: Recharge Your Work and Life*". Sam touched on how to recharge our attitude and lighten up. The best saying of the day was, "Live to laugh, laugh to live". I think that is something that we all should strive for everyday. A laugh a day will definitely help the attitude. Sam also said that humor is the gateway to attitude. This was the best way to end the day, with a great attitude.

Wednesday was spent with seminars. The seminars I attended were: Let me See Your Body Talk and Reduce your Stress with

Music. These two seminars were with Merelle Rodrigo who expressed herself with music. In the first session, Merelle talked to us about the 7/11 rule (the first 7 seconds of contact, a person form 11 impressions of you). Merelle informed us that we all need to "check-up from the neck-up" which means that our bodies impact our mind. She also make it clear that all admins should develop from the start—punctuality, accuracy and simplicity. In other words, punctuality saves you time, accuracy avoids costly mistakes, and simplicity helps you to be better understood and more effective. One thing that all admins should do is project a "can-do" attitude. She points out that optimism is one key characteristic that all admins possess.

In her next session, Merelle suggested to reduce the stress in your life, go back and listen to the music from your childhood. It will bring back wonderful memories and stress will be eliminated. Merelle also told us that the laughter we have heals so many things. When we laugh, we reduce the cortisol levels, which relaxes our whole bodies, triggers endorphins (that natural "feel good" chemical), and it also protects the heart. By that is improves the function of blood vessels and increases blood flow. I think we all cam away from these sessions feeling wonderful and laughing just a bit more.

Wednesday evening was the final banquet night with the Divisions receiving their Excellence awards. Kay Gale, CPS/CAP IA-NE Division President received the award for our division. Out-going President Ramsay-Drow announced that the final attendance total for the EFAM was 1,068. As part of the nights activities, out-going President Ramsay-Drow was presented with her Declaration of Achievement and also was presented checks to the RTF and R&E in her name. Incoming President Goodall gave her remarks to the assembly after she was introduced by her husband.

The evening wound down with the annual Smiling Faces video in which attendees were captured on video throughout the week participating in all the activities that go hand in hand. Patti and I were captured once again during the Parade of Nations.

This was a memorable experience, and I would like to thank the Chapter for trusting in me as their delegate. I believe I represented our chapter as well as our division with the utmost respect and dignity. This is an amazing conference and I would encourage anyone to make sure they mark 2012 on their calendar!

Thanks again for trusting in me as your Delegate. It is a great experience.

Sarah

EFAM Alternate Report
Reported by Pam Fordyce

Thank you for allowing me to attend the 2011 EFAM in Montreal, Quebec Canada. Friday, July 22 we were very lucky in traveling. All connections were perfect and we all arrived safely in Montreal.

On Saturday, we headed to the Convention Complex to register, I then proceeded to the two classes I had signed up for. They were "Admin from Task Master to Innovator" and "Relationship Building". Enjoyed both classes.

Jeff Neurauter had a delegate's briefing and went over how the business session would proceed. The Canadian Mounted Color Guard presented the Canadian and American flags and the anthems of both flags were sung. President Ramsay-Drow called the meeting to order. The first order of business was the introduction of committee chairmen and International Board Trustees, as well as past International President's who were in attendance. President Ramsay-Drow reported that there were 228 First Time Attendees. The report of the Credential Committee was presented by Lyndee Long, CPS/CAP, with total number of attendees as of July 24, 2011 at 1,018. The adoption of the Credentials Report, Meeting Rules, and Annual Meeting Program were all approved.

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Monday was voting day for candidates for office. Sarah was there so I didn't need to worry.

The business meeting was reconvened at 3:00 p.m. after our delegate briefing from our Parliamentary Advisor. The report of the credentials committee was made and adopted. The next order of business was the report of the Bylaws and Standing Rules

The next order of business was the report of the Teller's committee on nominations. Installation of Officers was conducted.

Executive Director, Don Bretthauer reported on the happenings at headquarters as well as informing all attendees of his departure from IAAP on December 31, 2011.

Classes taken while there were "Put on Great Webinars", "SharePoint for Power Users" "Your Astyle in Working Relationships" and "Presentations that POP".

I attended the Leadership Luncheon and the Focus Group Breakfast. The final night we had a banquet and enjoyed "Wild Boar" which tasted like SPAM for those of us who tried it.

Respectfully submitted,

Pam Fordyce

CALENDAR OF PROGRAMS

Hawkeye Chapter 2011– 2012

Program Committee Chair: Michelle Dekker

September, 14, 2011	Susie Artis, OfficeTeam – Your Work Style in Color
October 12, 2011	Domestic Violence Awareness – Children & Families of Iowa
November 9, 2011	Dave Thalacker – New Office Technologies – RE-cert points
December 14, 2011	Social
January 11, 2012	Sarah Bantz- TBD- 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	
June 13, 2012	Installation of Officers

Life is Short – Enjoy it!

- * Accept the fact that some days you're the pigeon, and some days you're the statue!
 - * Always keep your words soft and sweet, just in case you have to eat them.
 - * Always read stuff that will make you look good if you die in the middle of it.
 - * Drive carefully... It's not only cars that can be recalled by their Maker..
 - * If you can't be kind, at least have the decency to be vague
- * If you lend someone \$20 and never see that person again, it was probably worth it..
 - * It may be that your sole purpose in life is simply to serve as a warning to others.
 - * Never buy a car you can't push.
- * Never put both feet in your mouth at the same time, because then you won't have a leg to stand on.
 - * Nobody cares if you can't dance well. Just get up and dance.
 - * Since it's the early worm that gets eaten by the bird, sleep late.
 - * The second mouse gets the cheese.
 - * When everything's coming your way, you're in the wrong lane.
- * Birthdays are good for you. The more you have, the longer you live.
- * You may be only one person in the world, but you may also be the world to one person.
 - * Some mistakes are too much fun to make only once.
- * We could learn a lot from crayons. Some are sharp, some are pretty and some are dull. Some have weird names and all are different colors, but they all have to live in the same box.
 - * A truly happy person is one who can enjoy the scenery on a detour.
- * Have an awesome day and know that someone has thought about you today...It was me, your friend!

SEPTEMBER BIRTHDAY WISHES



Katy Clark	09/09
Rhonda Bisom, CAP	09/13
Deb Curtis	09/24

SEPTEMBER CHAPTER ANNIVERSARIES

Janet Christians, CPS	1979
Paula Poli	1991
Carol Palmer, FLMI	1996
Jennifer Hart	2005
Jennifer Stewart, CPS	2006
Tami Schafroth	2010



MARK YOUR CALENDARS 2011—2012

October 9-12, 2011 Fall Conference - San Diego, CA
 November 4-5, 2011 Certification Exams

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
Sarah Bantz 515-283-5564 Bantz.sarah@principal.com	Pam Fordyce 515-557-6071 pamelafordyce@wellsfargo.com	Jennifer Hart 515-281-6091 Jennifer.hart3@iowa.gov	MaryAnn Moore 515-699-3444 mmoore@desmoinescvb.com	Jeanne Griffen, CPS/CAP 515-278-6294 misssniff2010@hotmail.com

2010-11 Iowa-Nebraska Division Officers			
President	President-Elect	Secretary	Treasurer
Kay Gale, CPS/CAP kgale@nebraskamed.com	Sherry Young, CPS/CAP smpiano@juno.com	Heather Swartz, CPS/CAP heather68504@yahoo.com	Diane Hanel, CPS dianeh@northeast.edu

NW District Director

Kristi Rotvold, CPS/CAP 3719 10th St. N Fargo, ND 58102 krotvold@iaap-hq.org	Office: 701-234-6091 Fax: 701-234-4220 Home: 701-235-1045
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Communication Committee
 Sarah Bantz, Editor