

Hawthorn Leaves



Go for the Goal!

September 2011

September Meeting Program

Our 2011-12 year starts off on September 15th with guest speaker, Eddie Spain.

Eddie is Administrative Director - Neuroscience at St. John's Regional Health Center, and he is also an adjunct faculty member at Evangel University.

Eddie's presentation will be on **Decision Making**. "This presentation looks at why we make the decisions we make." "The focus will be on various factors of what leads us to make the decisions we make."

We will have a lot to discuss at our meeting. We will have information on our biggest fundraiser, our Nut & Candy sales. We will also be preparing for the Executive of the Year award.

MENU:

Chicken Piccata
Four Grain Rice
Salad and Dressing
Homemade Rolls
Chocolate Chip Cookies
Iced Tea

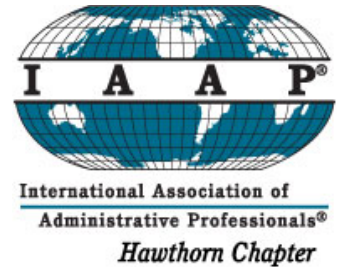
Please join us. We are incomplete without you!



Eddie Spain

Cost for dinner is \$12. Be sure to RSVP to Beth Willingham by the Monday before the meeting (September 12th).

If you plan to attend but do not wish to order dinner, please RSVP anyway, so we know how many to expect at the meeting.



"A goal
without a plan
is just a wish."

~ Dorothy Bernard



Special points of interest:

- September Meeting
- President's Message
- EFAM Report
- 2011-2012 Programs
- Leadership Workshop
- Excellence Criteria



Coming up ~

Executive of the Year. Please consider nominating someone for this prestigious title. Results will be announced at our October meeting. *More info at September meeting.*

Nut & Candy Fundraiser. This is our biggest fundraiser of the year. Let's make it our best ever! Information and order forms will be presented at our meeting. *Support Hawthorn Chapter! Go Nuts!*

Welcome to our new members!

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We have gained
some new members
over the summer.

Kathryn (Beth) Kaatz

**Office of Director
of Admissions**

**Missouri State
University**

Joined in June.

Leta, Moler, CPS

**Office for Diversity
and Inclusion**

**Missouri State
University**

Joined in July

*We are so
happy you are
part of our
group!*

Farewell

.....

to (dual) member, and
past parliamentarian,
Melynda Porges, who
moved to Phoenix, AZ.

Message from the President

Greetings to each of you!

Summer is flying by, and a new year is starting for Hawthorn Chapter. The Board members and I have been scouring the area for great speakers and interesting topics for our programs this year.

As I was trying to decide on a theme for 2011-12, I kept thinking of little sound bites, such as “Just do it” and “Git ‘er done”. Of course, those are already taken. I ultimately decided to use a goal line theme. It fits perfectly with what I have in mind, and it works wonderfully well with the IAAP International theme of *Making the Leap to Remarkable*, and Missouri Division theme of *Leap of Faith*.

Before anyone can *reach* a goal, they must first *have* a goal. We can have more than one goal at a time. We can have as many as we need. Some goals require short sprints. Some goals are marathons. And some goals require a huge leap of faith to get started.

After deciding on a goal, you need to develop a plan to reach that goal. As Lewis Carroll said, “If you don’t know where you are going, any road will take you there.” I don’t want to end up “nowhere”.

Being president of Hawthorn Chapter was not one of my goals. If it had been, I would have been better prepared for it. But, although it wasn’t a “goal”, it was certainly an opportunity! And opportunities bring new challenges and new goals.

I encourage everyone to set goals. I’ve heard that setting a goal and stating it aloud, or writing it down, increases the chance of making it happen. I’ve had first-hand experience with this.

I decided that I wanted a longarm quilting machine. I thought about it for quite a while. Then I went to a quilting showcase to “test drive” the various machines available in order to make an informed decision on which one to buy. I decided, and announced, that I wanted to have my machine within one year. That was my goal. One year may sound like a long time to contemplate a purchase, but when you consider that the machines are very expensive, and they require more room than most people have available in their homes, one year sounded boldly optimistic. I didn’t have room in my house to accommodate the 12’ by 4’ frame. That meant we would need to build a special place for it. My husband had been wanting and needing a place to work on our vehicles, so I figured it was time for him to have a shop building. I, of course, would get a corner of the building for my own little quilt studio. My husband didn’t really want a “girly” quilt shop attached to his shop, but it didn’t make sense to build two separate shop buildings. If he wanted his shop, he was stuck with the “girly” section. And he did want his shop!

Plans were put into place, and we broke ground. We got the concrete placed, and we purchased the metal building. We hired a contractor friend to put it up for us. I had a picture in my mind of what I wanted my quilt shop to look like. When I saw something I wanted for my shop, I purchased it and set it aside. Months passed. It slowly came into being. Shortly before my part of the shop was finished, I ordered my machine. My shop was finished only days before my machine arrived. It turned out exactly as I wanted.

I had my machine in eleven months. *Goal met!*

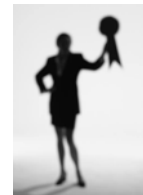
My shop is lovely and comfortable. It is the favorite place for our visiting family members, *male or female*, to hang out, and Jim does not regret sharing space with me.

Is there something you have been wanting to do, but are hesitant to try? Look objectively at your dream. Unless it is totally unrealistic and unachievable, set a goal, make a plan, and go for it! Plan the steps you need to take, seek advice, give yourself reasonable time to meet your goals, and accept assistance whenever and wherever it is needed. Be flexible, and adjust your plans if necessary.

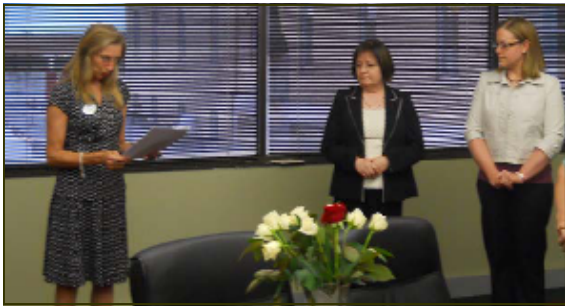
And don’t forget to celebrate when you achieve your goal!

Diana Chase

2011-2012 President, Hawthorn Chapter—IAAP



June 2011 Installation of Officers



Karen presented Toni Montgomery with the outgoing President's plaque.

Clockwise from upper left: Chris Phillips installing President, Diana Chase and Secretary, Karen Doman. Certificate recipients—Karen Doman, Toni Montgomery, Cindy Busby, Marilyn Chana, and Diana Chase. Members around the table listening to our speaker.



2011-2012 Programs

September 15 - **Eddie Spain**, Decision Making

October 20 - **Curtis Myers**, Workplace Violence and Safety for Women

November 17 - **Lori Melton**, Disaster Contingency and Preparedness

December 8 - Christmas Social

January 19 - IAAP Impact Meeting

February 16 - **Diana Chase**, Public Speaking Presentation & Communication Skills

March 15 - Spring Professional Development Seminar, **Marlene Chism**, Stop Workplace Drama

April 25 - APD/APW Breakfast at Highland Springs, **Gavyn Sky**, Abstract Artist Extraordinaire

May 17 - **Julie Clark**, Project Management

June 21 - **Ron Schobert**, Getting Organized (Avery products), Installation of Officers

EFAM 2011 Delegate Report

The 66th annual meeting of the 2011 EFAM (EDUCATION FORUM AND ANNUAL MEETING) of the International Association of Administrative Professionals® was held July, 24- 27, 2011 in Montreal, Canada.

Sunday, July 24, 2011

Sunday morning started with the Parliamentary Briefing at 8:00 a.m. for delegates and those who wanted to learn a little more about parliamentary procedure. Information was also given out to attendees as to what they are and aren't allowed to do. We learned a lot from our Parliamentarian, Jeff Neurauder. In addition to learning about parliamentary procedure, Jeff injected a lot of humor which made an otherwise boring subject very fun.

The business session opened at 9:00 a.m. with the traditional parade of nations and the introduction of the International Board and our Executive Director. Anne Lupkoski, CAP, from Hamilton, Ontario sang "O Canada", the national anthem of Canada, and then she sang "The Star-Spangled Banner". She sang beautifully and we were spellbound.

International President Mary Ramsey-Drow called the meeting to order and the registration/credentials were read. As of Sunday morning at 8:30 there were 1,018 registered attendees; 228 of those were first time attendees.

The State of the Profession was conducted by Executive Director, Don Bretthauer, CAE. Don also announced that he will be leaving IAAP in December.

We listened to candidate speeches, and then we heard the State of the Association address by International President Mary Ramsey-Drow, CPS/CAP. She gave a review of International changes and challenges that IAAP faced this year. Projections indicate IAAP will make a modest profit this year, a small step toward rebuilding the organization's cash reserves. The process plan and steps toward becoming a remarkable association will continue in the coming years. She talked about some exciting changes with the increased focus on the Research and Education Foundation. IAAP is looking to establish a scholarship program designed to fund EFAM for first-time and unemployed members to attend. During the RTF update, it was reported that fundraising went so well this past year that the RTF is suspending fundraising for the coming year to focus on other areas. The morning session ended with the Avery awards.

After the business session on Sunday, Missouri Division members had their picture taken. Then it was off to the Office Expo before attending the Southwest District Caucus.

Each District holds a Caucus. These are much like a huge pep rally with everyone cheering and taking pictures as the awards are announced. Dortha Gray, our Southwest District Director, announced the awards for our District. She told us that there were 405 members in the Southwest District who earned the Member of Excellence award. Hawthorn Chapter Members Theresa Brown CPS/CAP, Cindy Busby CPS/CAP, Joellyn (Toni) Montgomery CPS, and I (Marilyn Chana CPS/CAP) each received the Member of Excellence award.

Hawthorn Chapter earned the Chapter of Excellence Award again this year and Missouri Division earned the Division of Excellence Award again. What a great group!

International President Mary Ramsey-Drow CPS/CAP made an appearance at the Southwest District Caucus. Mary gave a quick speech before she was off to cheer on another group.

The Evening of Welcome was held on Sunday. As we entered the event, we were each given a nice wine glass with IAAP and "Evening of Welcome" etched on the side. We were also given a ticket for a free drink of our choice. There was plenty of music, dancing, and fun for all, as well as a "moose sighting" and an appearance by the Royal Canadian Mounted Police—both great picture taking moments!

Monday, July 25, 2011

Monday morning started early with the voting polls opening at 8:00 a.m. for the first ballot. The Great Lakes District delegates were the only ones that had a second ballot.

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EFAM 2011 Delegate Report

After voting, I attended the Office Expo again—it's always a lot of fun and very informative. The Expo is where we see the latest and greatest in office supplies and also get to bring home a few samples.

Next, I attended the Leadership Luncheon sponsored by Avery, and it was fantastic. The keynote speaker was Bob Abrames. His topic was "Lead, Follow or Get out of the Canoe!" Bob's 100 day, 3,000 mile expedition in 2005 was the first authentic journey of its kind in over 150 years. He was one of nine men and women, who had to lead, follow and paddle a 750 pound birch-bark canoe and a ton of supplies from Montreal to Winnipeg, Canada. They paddled 12 hours a day and lived without any modern amenities. This journey became an eight week docudrama that's been aired on television five times since 2006. Bob made the journey come to life—he even brought along his paddle!

Wednesday afternoon began with the delegates briefing before the business session reconvened. There was some discussion on the proposed International and RTF Bylaw amendments, but nothing significant. Following are the voting results:

IAAP Bylaws **Amendment #1 failed**. It was amended several times but in a little more than 30 minutes, the entire amendment was defeated. **Amendments #2, #3, #4, #5, and #6 passed** without being amended. **Amendment #7 passed**, but was first amended to strike the words "no more than two" and insert the words "only one" as it pertains to a division nominating members-at-large for international office. **Amendment #8 failed**. It was amended to change the words "any" to "all" and "failed to present" to "presented," but eventually failed and the amendment was not adopted. **Amendments #9, #10, and #11 passed** without being amended. A new IAAP Bylaws **Amendment #12 passed**. It was added to give the RTF Trustees the ability to propose amendments to the IAAP and RTF Bylaws. RTF Bylaws **Amendments #1 through #5 all passed** without being amended.

The election of international officers was next. Our new 2011-2012 Board members are:

Tamra Goodall, CPS/CAP, President

Karlana Rannals, CPS/CAP, President-Elect

Judith A. Yannarelli, CPS/CAP, Vice President

Wendy S. Melby, CPS/CAP, Treasurer

Antoinette (Toni) Smith, CPS/CAP was elected Secretary.

Lina Veglia, Canada District Director

Bianca M. Constance, Northeast District Director

Kristi Rotvold, CPS/CAP, Northwest District Director

Doris Goode, CPS/CAP, Southeast District Director

Dortha Gray, CPS/CAP, Southwest District Director

Tammy Pierce, CPS/CAP, Great Lakes District Director (after a second ballot)

Leanne M. Fisher, GradCert Bus, JP - Affiliate Representative

Jean Bohinski, CPS/CAP and Patricia Row, CPS/CAP were elected as RTF Trustees

Tuesday, July 26, 2011

Tuesday started off with our keynote speaker, Clinton Kelly, from the television program *What Not to Wear*. Clinton's presentation "Making a Great First Impression", was enjoyed by all. A couple of ladies volunteered to go on stage to be critiqued by Clinton. His sense of humor was a delight and we learned a lot. Clinton stayed afterwards to sign copies of his books and for photo opportunities.

At 10:30 a.m. on Tuesday, the classes began and ran until 5:00 p.m. From 5-6:00 p.m. our second keynote speaker, Sam Glenn, presented "A Kick in the Attitude: Recharge Your Work and Life". He shared how he turned his life around all the while drawing a beautiful picture with chalk. He donated the picture, which was auctioned off at Wednesday night's closing banquet, to benefit RTF. The painting brought \$4,000!

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EFAM 2011 Delegate Report

Wednesday, July 27, 2011

On Wednesday, classes began at 8:00 a.m. and lasted until 4:30 p.m. It was a very tiring day and we were left with just enough time to go back to our room to change for the closing banquet which began with a reception at 5:30 p.m.

At Wednesday's closing banquet we learned that the final registration count for EFAM 2011 was 1,067. Our new International President, Tamra Goodall, CPS/CAP, gave the incoming president's speech after her husband, Mark, introduced her. Through his speech we got to know more about Tamra and what a great person she is. The new international theme for 2011-2012 is "Making the Leap to Remarkable". Shown below is our new logo:



Start saving your money! EFAM 2012 will be held from July 22-25 at the Gaylord Texan Resort in Grapevine, Texas. Thank you for the opportunity to represent Hawthorn Chapter as your Delegate at EFAM 2011.

Respectfully submitted,

Marilyn K. Chana, CPS/CAP
Delegate, Hawthorn Chapter IAAP

Montreal, Canada

Left: Our hotel, Holiday Inn Select in Chinatown.

Lower left: Entrance to Chinatown.

Below: Where we ate breakfast every morning.



EFAM 2011 Delegate Report



The Palais des Congrès (convention center), the site of EFAM 2011, and the beautiful scarf we wore as volunteers. The scarf was designed to look like the stained glass windows in the convention center.



Below: Our wonderful guide as we toured Montreal.

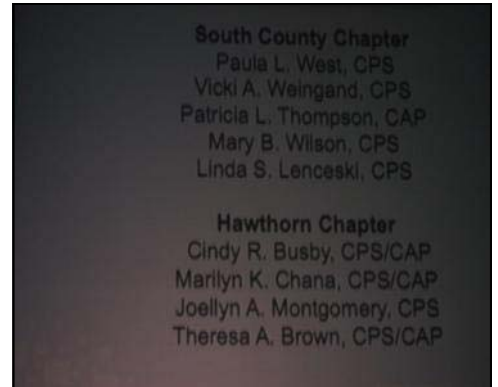
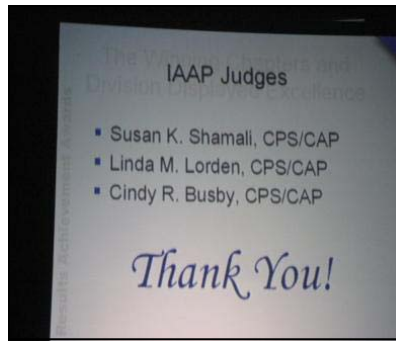


Clockwise from top:

- Incline Village
- Notre Dame Basilica , outside,
- ...and inside
- Chapel at the back of Notre Dame Basilica
- A blending of the old and new
- Underground shopping.



EFAM 2011 Delegate Report



Scenes from the business sessions and Southwest District Caucus, featured speakers, the Comedy Festival, and Paul McCartney concert.



Au revoir, Montreal, and Merci!

President - Diana Chase

417-753-3584 / dchase@dlimcpa.com

President Elect - Beth Willingham

417-829-4434 / Eliza-beth.Willingham@mercy.net

Treasurer - Julie Clark, CPS/CAP

417-869-0770x380 / jjclark2@sbcglobal.com

Secretary - Karen Doman

417-576-8382 / karenmj14@yahoo.com

Making the Leap to REMARKABLE

www.iaap-hawthorn.org

LEADERSHIP WORKSHOP • August 13, 2011 • Columbia, Missouri



Hawthorn Chapter was well represented at the Leadership Workshop, with six members and one guest!

We had 4 presentations, all of which were good.



We first had KCFD Battalion Chief Tommy Walker and Assistant Chief Mke Emert of the Affton FD, who gave a co-presentation on leadership qualities. *Who would you be willing to follow into a fire?*

What are you willing to risk when lives are on the line? We learned to **Risk Nothing** when there is nothing to be saved. **Risk a little** to save a little. **Risk Much** when there is much to lose.

Liz Webb, CPS/CAP spoke about **Succession Planning**, something all IAAP chapters need to ensure a smooth transition from one year to the next, and to prepare the successive year's leaders.

Susan Fenner, PhD gave a presentation on **Marketing Like a Pro**. She explained the difference between Marketing and Sales, and demonstrated how we can use marketing at the Chapter level to grow our membership and advance our presence in the community.

Toni Smith, CPS/CAP rounded out the day with information on the **Pathways of Excellence** program, and answered many questions we had.

Everything we learned was informative and useful.

Below: Beth Willingham, Julie Clark, Theresa Brown, Marilyn Chana, Cindy Busby, and Brenda Stewart, during a break in the presentations.

CAP Late Deadline Registration
Wednesday, August 31.



You've been studying to become a Certified Administrative Professional.
 You're ready to sit for the November exam.
Don't miss the deadline!
 Find out more about getting certified at www.iaap-hq.org/certification.
 If you have questions about registration write to certification@iaap-hq.org



"Strength is a matter of the made-up mind."

~ John Beecher



How to meet Member of Excellence Criterion # 3

If you write an article (minimum 200 words) that I print in our newsletter, you will meet criterion #3. It is as simple as that. ***You can do it!*** 200 words isn't really that much. If you are attempting to achieve Member of Excellence this year, and write an article that has some sort of value to our members, I will be happy to publish it in the newsletter.



How to meet Member of Excellence Criterion # 7



We have some committee chair positions that are currently vacant. Serving Hawthorn Chapter as a committee chair or member will qualify you for criterion #7! It's that simple! Do you know anything about Robert's Rules of Order? We need someone to serve as Parliamentary Advisor. Are you into marketing & sales? We need someone to head up the Ways & Means committee. Do you like to write, blog, or correct typos that other people make? We need someone to take over as Newsletter Editor.

You can do it!

Excellence Pays!

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Hawthorn Chapter has once again qualified for *Chapter of Excellence*. This award earned us a \$150 credit toward the cost of our website subscription! We would not be a *Chapter of Excellence* without our *Members of Excellence*. Those members who chose to pursue this challenge, ***and succeeded***, in 2010-2011 were: Joellyn (Toni) Montgomery, CPS, Theresa Brown, CPS/CAP, Marilyn Chana, CPS/CAP, and Cindy Busby, CPS/CAP. We must have *Members of Excellence* in order to achieve *Chapter of Excellence*, and *Division of Excellence*. It starts with you! ***You can do it!***

I hope you choose that goal this year. I have!

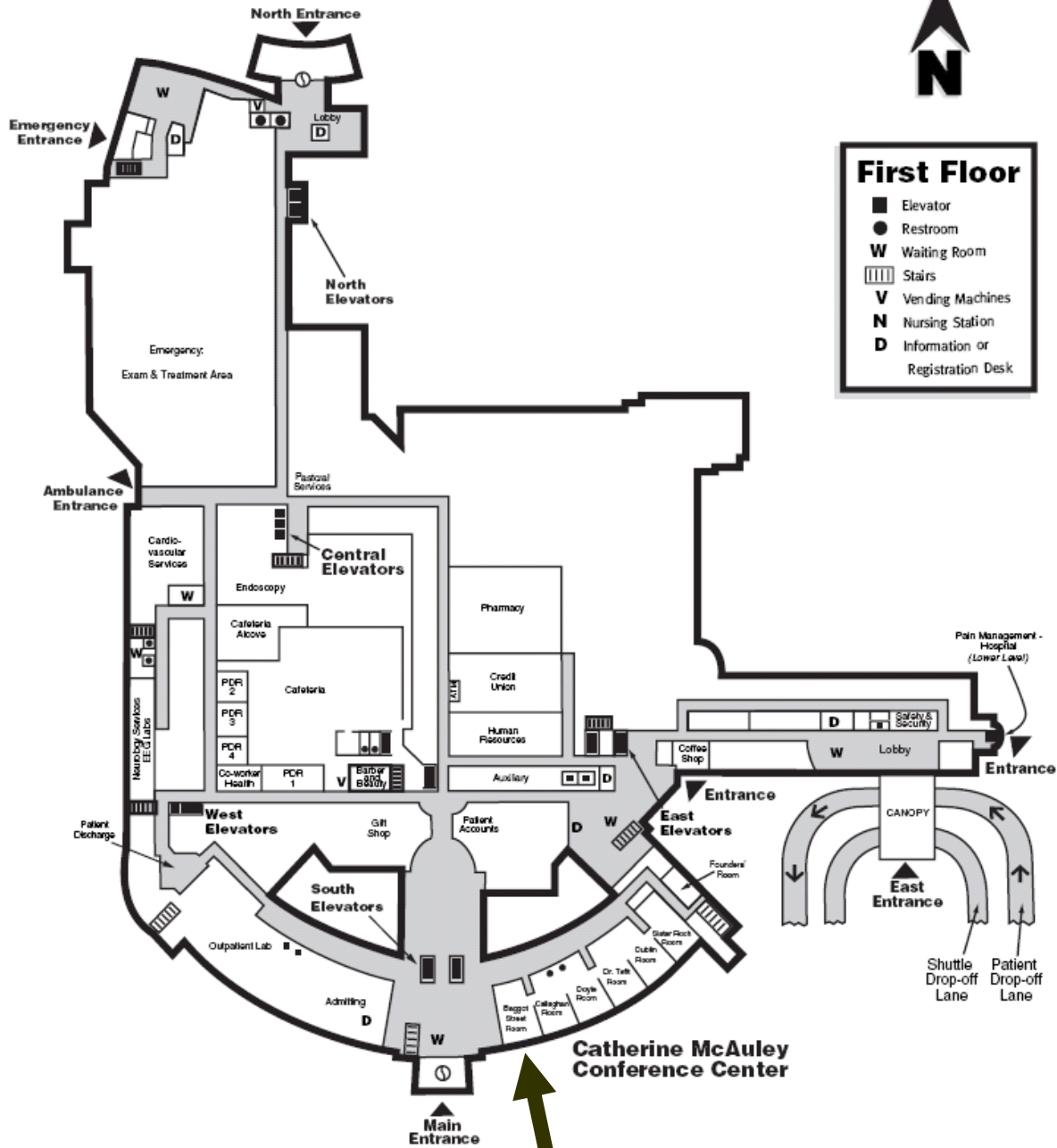
My goal is for Hawthorn Chapter to remain a ***Chapter of Excellence!***



Diana Chase
Future Member of Excellence for 2011-2012

We will be meeting in various rooms at St. John's Hospital this year. We will direct you to the correct room each month.

ST. JOHN'S Hospital



September meeting will be held in Baggot Street Room