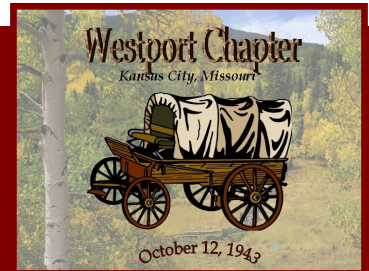


International Association of  
Administrative Professionals®  
Westport Chapter

# Westport Wheel

January 2012



Missouri Division



Chapter  
of Excellence

2010-2011

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## Schedule of Events

**February 14, 2011**  
Office Team Presentation  
5:00 pm Networking; 5:30 pm Dinner;  
MARC Offices  
#  
**March 4, 2012**  
**2012 Spring Conference**  
Las Vegas, NV

## Westport History

The Westport Chapter was chartered on October 12, 1943. Westport IAAP belongs to the Missouri Division, within the Southwest District.

## Westport Mission

To be acknowledged, recognized leaders of office professionals; to enhance their individual and collective values, image, competence and influence; to provide education and training; and to set standards of excellence recognized by the business community in the Kansas City area.

## 2011/2012 Board of Directors

President: Crystal L. Thomas, CAP-OM

Treasurer: Pamela K. Creasman, CAP-OM

Secretary: Lillian Walker, CAP-OM

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## Committees

Bylaws & Standing Rules: Crystal L. Thomas, CAP-OM

Membership/Sunshine Committee: Pamela K. Creasman, CAP-OM

Newsletter: Sandy Price, CAP-OM

RTF/R&E: Janice Chronister, CPS

Ways & Means: Alicia Anderson

Website: Crystal L. Thomas, CAP-OM





Westport Chapter



Meeting Notice

Tuesday, February 14, 2012

## Presentation by Office Team

Recertification Points offered

**5:00 pm Networking; 5:30 pm Dinner; 6:00 pm Meeting**  
 Dinner: \$15 (*First time guests/ non-members, no charge*)

**Menu**  
**TBA**

### Location

Mid-America Regional Council (MARC)  
[600 Broadway Blvd](#), Ste 200; Kansas City, MO 64105  
*(Please use the Broadway entrance and drive up the ramp to the MARC entrance & visitor parking.)*

Dinner RSVPs are due to Crystal Thomas by 11 am, Monday, February 13<sup>th</sup>  
 Please email [CrystalThomasCPS\\_CAP@yahoo.com](mailto:CrystalThomasCPS_CAP@yahoo.com) - or - call **816.329.3278**  
**Call with any special diet needs.**



Once again Westport is doing the **Dough for Funds**® fundraiser. Everyone can sell these; they practically sell themselves, so let's make this fundraiser an even bigger success than it was in November/December 2011!

An email was sent to chapter members with the *Dough for Funds Kit* attached. Orders with checks made payable to Alicia Anderson should be mailed to Alicia at 419 Shannon Avenue, Smithville, MO 64089. Sales cutoff date is February 7. Your coupon strips will be delivered to you at our February 14 meeting.

Contact Ways and Means Chair, [Alicia Anderson](#), if you need more information.



## International President's Message



I enjoy ushering in a fresh year. There's something inviting about not simply turning the page on the calendar but cracking open a new calendar. It welcomes opportunity, ideas and encourages me to set goals. What do you like about starting a new year?

I'm starting off this calendar year with an exciting announcement. I am pleased to introduce IAAP's new executive director, Gerald J. "Jay" Donohue, Jr., CAE, CMP. Jay comes to IAAP with an impressive résumé. He's had over 18 years of association experience, having served as executive director/chief administrative officer and chief operations officer for three major national and international membership organizations. His background also includes serving as an executive job coach with the nation's first, oldest and premier outplacement firm, Challenger, Gray and Christmas.

Over the years, Jay has been responsible for the operation and services for the International Association of Defense Council, the Academy of General Dentistry and the Professional Convention Management Association. He has implemented new organizational strategic plans and also assisted with the restructuring of administrative and governance systems. He's skillful at finding and implementing creative solutions. Jay is also excellent in developing employee talent and in training.

The board and I are excited that Jay is taking the helm at IAAP. We're confident that 2012 holds many good things for the staff and the association.

To all of you who took the certification exam in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I've taken the exam to become certified and I know it's difficult. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to continue to work towards.

You spoke and we listened. For those of you who are already certified, we have a new specialty for you. You've told us that keeping up on the latest technology is important and we're here to help you do just that. Starting this year, IAAP is offering a new specialty: Technology Applications. Complete three [Options Technology modules](#) then pass a Microsoft test in one of those areas and you're qualified to send in the application and fees for the Technology Applications specialty. Read all about it on [the IAAP public website](#).

We know how important training is to you. Learn something new and earn rave reviews at your office by attending [IAAP's Spring Conference](#). Like a great movie, every office has its own set of characters, plot, setting and theme. The key to success is directing all these elements into a compelling and productive story. At this year's IAAP Spring Conference, you'll learn how to identify your office's genre and write the script for your own workplace blockbuster. On Sunday we're offering an optional, interactive technology workshop with Gini Courter. I'm going—are you?

Please remind your chapter and division members about these upcoming deadlines:

**January 15:** Deadline for IAAP BOD and RTF Trustee nominations

**February 1:** Deadline for IAAP committees and RTFC candidate forms returned

**February 1:** Deadline for proposed bylaws amendments submission.

**February 1:** Deadline for Avery Great Results Chapter and Division Achievement Awards

Happy New Year everyone!

Tamra Goodall, CAP-OM  
IAAP International President





# Getting Organized in 2012

By Krista Clive-Smith, [SimpleSexyStyle.com](http://SimpleSexyStyle.com)



It's the New Year; the double capitals just make it sound so permanent, so daunting. No wonder many of us feel more than a little intimidated when this "holiday" comes around!

If I had it my way, this time of year would be re-branded as "the season of good intentions." Let's face it, the vast majority of

people fail miserably when it comes to making New Year's resolutions actually stick.

The state of mind most of us are in when we make our resolutions each year is a place of overindulgence. We've just spent the last few weeks consuming, which means now we have even more work to do. Our resolutions must not only attempt to propel us forward, gaining ground from where we were in our pre-holiday state, but now we also have to make up for all of the excess too!

Despite the odds, I have good news for those of you who resolve "This year, I'm finally going to get organized." It can happen, and it's even easier than you think. Albeit clichéd, the old adage, "a place for everything, and everything in its place" is one of the keys to unlocking the mystery of getting and staying organized.

I know you're rolling your eyes, because undoubtedly you've heard this one before. But don't be too quick to pass it off simply because this means your mother was right yet again. Even though it's nothing new, I challenge you to spend a moment really thinking about this nugget of wisdom. Then begin looking around at your clutter, and continue thinking about it some more.

Once it has really sunk in, begin finding a place for everything that doesn't have a permanent home. If it doesn't need a single permanent home, like a newspaper for example, look at the life cycle of the item and find a permanent home for that item during each stage of it. Organizing is about creating a process—a system.

Other rules of the road:

- ▶ Have only things you use and/or love in your space. If it's neither, throw it out or give it away.
- ▶ Wear only clothes that make you feel terrific when you're in them. Ditch your "skinny" clothes. If you're unhappy with how you look, do something about it. Stop pining.
- ▶ For every new item you buy or receive, get rid of one old item; one in, one out—period.
- ▶ Pick favourites. You have your favourite brands tucked away somewhere. You probably have similar items of a different brand that are all perfectly good, but if you don't like them, get rid of them!
- ▶ Forget how much you paid for something. Those items you don't use but don't want to part with because you paid a fortune for them: the money's gone. Let it go!
- ▶ Realize it's a choice every time you have something in your hand and are tempted to lay it down somewhere that is not its proper home. In fact, eliminate the words "FOR NOW" from your vocabulary altogether!

It's the New Year. Go, be bold, and be daring. Make 2012 the year of YOU!

Krista Clive-Smith is the author of "Get Noticed. Be Remembered: Creating a Personal Brand Strategy for Success" and the 4-Disc Audio Series "How to Brand, Sell, Market and Grow Your Business."





## When You Don't Know What You Don't Even Know

*Susan Fenner PhD, Manager of Education and Events, IAAP*



How many times do we think we have the right answer...only to find out that we don't even know what we don't even know and boy, are we off base! Well, it happens to the best (and worst) of us. But here's some things you can do to pinpoint those nebulous areas and then set about filling the gaps.

- ◆ Don't feel you always have to be right. Sometimes, the greatest accomplishments come when you're wrong. As Edison said, "I now know 1000 ways not to build a light bulb", which led to his eventual success. Be open to new ways of looking at a problem and solving it.
- ◆ Do what you can to create an environment where it's okay to fail. Forget placing blame. Instead, examine what you'd do again and what you'd do differently next time. It's called an "attitude adjustment" and it will serve you well in life and business.
- ◆ If you have a question, ask! As they say, the only stupid question is the one not asked. Chances are, others are also thinking, "what the heck????", but are just too timid to ask for clarification, for risk of appearing dumb. Guess who the dummy actually is! You only learn by understanding and you only understand by questioning what you don't get.
- ◆ If it sounds too good to be true, it probably is. Ask others, "What am I not seeing?" Now is the time to find the flaw, while you are still in the planning stages. It will be cheaper and easier to fix.
- ◆ Get an outsider's opinion. There's a phenomenon called "group think." Members try to minimize conflict and reach a consensus decision without critical evaluation of alternative ideas or viewpoints. So, you can all end up going down the same road...but not the road that leads to your desired destination. Outsiders are often more objective because they aren't part of the group. They bring new viewpoints and personal experiences to the equation.
- ◆ Google. This seems to be a solution to almost every dilemma I have nowadays. You'll find a wealth of information to peruse and see how others have tackled the same issue.
- ◆ Keep a file of cool ideas. Whenever you see something that pertains (even slightly) to things you are involved with and strikes your fancy, copy the link or clip the article and file it away for future reference. You don't have to keep reinventing the same things. Save time and energy and build on what has worked for others. It's okay to adapt. Sometimes a novel model will spark a whole new approach. Find relevant RSS feeds, subscribe to newsletters in your areas of interest, and regularly scan favorite web sites and publications.
- ◆ Expand your professional network. Track people who are leaders in the field and befriend them. With e-mail, your new BFF can be in the next cubicle or halfway

*(Continued on page 7)*

**Why wait? GET CERTIFIED!**  
Do something for yourself and your career today.



### Exam Dates

May 5, 2012

Nov 3, 2012

### Registration Deadlines

Feb 15, 2012

Aug 15, 2012

[Exam Application](#)

[CAP Exam Guide](#)

[Org. Mgmt. Specialty Exam Guide](#)

[Job Function & Employer Statement](#)

[Exam Centers](#)





## The simple facts about New Year's resolutions

By Chuck Hansen

Every year around this time we resolve to change the way we live for the better. And every year, not long after this time, our resolve fails.



Why is it so hard to keep our New Year's resolutions?

To start with, as humans we are worse than the focus-challenged Dory the blue fish in "Finding Nemo": "I will exercise. I will exercise. I will exercise. I will... I will... What was it again? Hmm. Oh well. Maybe I'll eat a bag of potato chips and fall asleep on the couch."

As Samuel Johnson said, "People need to be reminded more often than they need to be instructed."

Tradition challenges us: Why wait until the dead of winter to resolve to exercise? Because it's tradition - even though it is also dark 18 hours a day and cold around the clock. Good luck with that.

That tradition also leads us to wait until after seven weeks of holiday-fueled binge-eating to resolve to lose weight. That's like digging a 10-foot hole, shipping off the excavated dirt, then jumping in and resolving to build a 20-foot hill.

Our culture challenges us: During the holidays, you can't swing a pair of ratty underwear without slapping up against a Victoria's Secret advertisement. Talk about unrealistic expectations. We have as much chance of looking like today's models-male or female-as we do of winning the Nextel Cup driving our minivan.

Like NASCAR stock cars, Victoria's Secret models have very few factory-original parts left on them. So while they may be fun to watch, let's not expect the same performance from our own, unmodified chassis.

Technology challenges us: In 1845, in "Walden," Henry David Thoreau wrote about the new technology of the railroad and the effort required to build it, maintain it and then to keep up with the faster pace of life it created.

Thoreau said, "We do not ride on the railroad; it rides

upon us," perfectly describing our relationship with "labor-saving" technologies.

With BlackBerries, cell phones and e-mail, we can work from anywhere - the family room, the soccer field, the beach, even the sickbed. About the only place we can't work from is the grave, but I've heard they are working on it. When making a living completely overtakes making a life, what chance do our best intentions have?

So what is the answer? It is this: Simplify.

Start by anchoring long-term goals in what you can control. Don't resolve "to get my teenager to love me." *That* is out of your control! Instead, resolve "to love my teenager no matter what." *That's* one you can control, and as a bonus, both goals become more possible with this approach.

Next, simplify your daily to-do list. Thoreau said, "Our lives are frittered away by detail... I say let your affairs be as two or three, not a hundred or a thousand."

When you are feeling overwhelmed, make a list, identify the top two or three items, and then, as Dr. Jim Flamming at First Baptist Church used to say, "do the next thing."

And don't get down on yourself. Oliver Wendell Holmes, Thoreau's fellow transcendentalist, said, "The greatest thing in the world is not so much where we stand as in which direction we are moving."

Finally, let yourself be inspired. God, the laws of the universe and your family and friends all want you to succeed, and if you follow your dreams they will help you along.

As Thoreau said, "...if one advances confidently in the direction of his dreams, and endeavors to live the life which he has imagined, he will meet with a success unexpected in common hours... In proportion as he simplifies his life, the laws of the universe will appear less complex... If you have built castles in the air, your work need not be lost; that is where they should be. Now put the foundations under them."

Maybe this year, consider this resolution: Simplify.

*Chuck Hansen is an associate member of the IAAP-Old Dominion Chapter, a motivational speaker, writer and humorist, and author of "Build Your Castles in the Air: Thoreau's Inspiring Advice for Success in Business (& Life) in the 21st Century." He can be reached at [chuck@chuckhansen.com](mailto:chuck@chuckhansen.com) or [www.chuckhansen.com](http://www.chuckhansen.com).*



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# Telecommuting a Tempting Option

Hoping to telecommute? Your chances could be better than you think. High-speed and wireless Internet access has made this work style much easier than in the past.

Many professionals are choosing to telecommute not only because it's convenient, but also because it allows them greater work-life balance. In addition, rising gas prices and lengthy commutes have made working from home — or even cafés and satellite offices — an appealing option.

If you would like to telecommute, build a business case and note how the change in your work environment would also benefit your employer. For example, working from home may lead to increased productivity by reducing the number of times you are interrupted throughout the day.

Of course, not all positions lend themselves to remote arrangements. Jobs that require a great deal of face time with colleagues or customers, for instance, cannot be performed outside the office. However, if your role allows for flexibility, you may want to discuss working remotely with your manager.

If it's determined that working from home is a practical option for you, keep the following considerations in mind:

- ◆ **Availability.** Let everyone know which days you will be working from home and give them your contact information. Check in frequently and pledge to return

phone calls or emails within a given period of time. Assure your boss you can come into the office if you are urgently needed.

- ◆ **Accountability.** Your manager's biggest fear is likely that you will be unproductive without close supervision. Keep him or her informed of your progress by submitting a weekly report of your activities, or setting up regular evaluation meetings to review your accomplishments.
- ◆ **Activity.** Give your manager a list that shows which of your job activities will be accomplished at home versus in the office. Include information on how you will ensure key relationships with coworkers are not negatively affected. This will show your boss that your absence will not affect the progress of group projects.

By considering all aspects of telecommuting and demonstrating the advantages in your particular case, you may soon find yourself among those who dial, rather than drive, into work.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

(Continued from page 5)

around the world. Where they may not have responded to an inquiry letter years ago, they are likely willing to shoot off an e-mail with advice today. Technology has expanded all your horizons...and networks. And don't be afraid to start at the top and work your way down. What do you have to lose?

- ◆ Use web communities. I am on several list serves and I find them quite useful. This peer-to-peer sharing can be invaluable and save you heartache (not to mention heart burn). The IAAP web communities are a good place to start. Can't find a suitable group to address your question? Create a new community and invite sharp folks to join it. People love to share.
- ◆ Take refresher courses —self-study, virtual, or in a classroom. The rate of information/knowledge obsolescence is growing every year. Depending on your

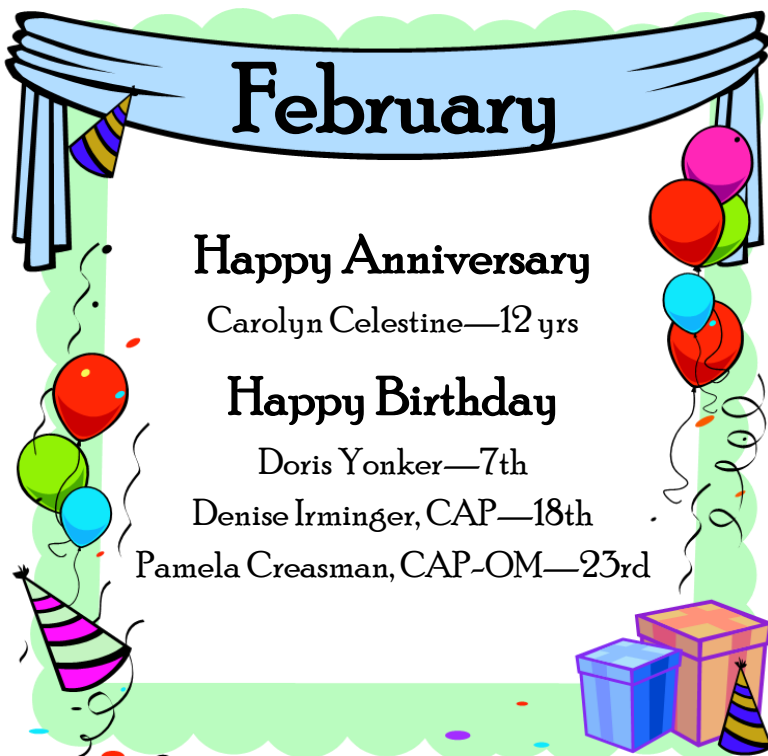
industry, what you know this month may be outdated the next. So, it is your responsibility to keep pace with information turnover. Once you stop learning, you stop!

- ◆ Find a mentor or someone you admire nearby who will help you fill in the gaps as they occur. This is especially important for those of us who learn best by hands-on. This person can show you in a few seconds what might take you hours to read, absorb, and apply. But, be careful not to overuse your support pal and make sure that the arrangement is reciprocal. Give as much as you take.

If you are a certifiable don't-know-what-you-don't-know person, then you probably didn't bother to read this — you thought you knew it all! But, if you read the points and gleaned at least a few new insights, then you are well on your way to not knowing it all, but knowing where to find it all.



2011-2012 Chapter of Excellence Goal Sheet	Completed
1. Chapter submits annual meeting calendar with education and/or training topics to members with a copy to the division by October 1.	★
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.	★
3. Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits complete 3d Membership Drive Evaluation form to the division by June 1.	
4. Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.	
5. Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division by April 30.	
6. Chapter sends a delegate or submits a proxy (if allowed by division by laws) to the Division Annual Meeting held in the current IAAP fiscal year.	
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.	
8. As of June 30, at least 7% of the chapter members (minimum of two members) qualify for <i>Member of Excellence</i> .	



## February

### Happy Anniversary

Carolyn Celestine—12 yrs

### Happy Birthday

Doris Yonker—7th

Denise Irminger, CAP—18th

Pamela Creasman, CAP-OM—23rd



## Websites to Check Out

[Dailywritingtips.com](http://Dailywritingtips.com) has everything from Book Reviews to Writing Basics, from Grammar to Vocabulary, and everything in between.

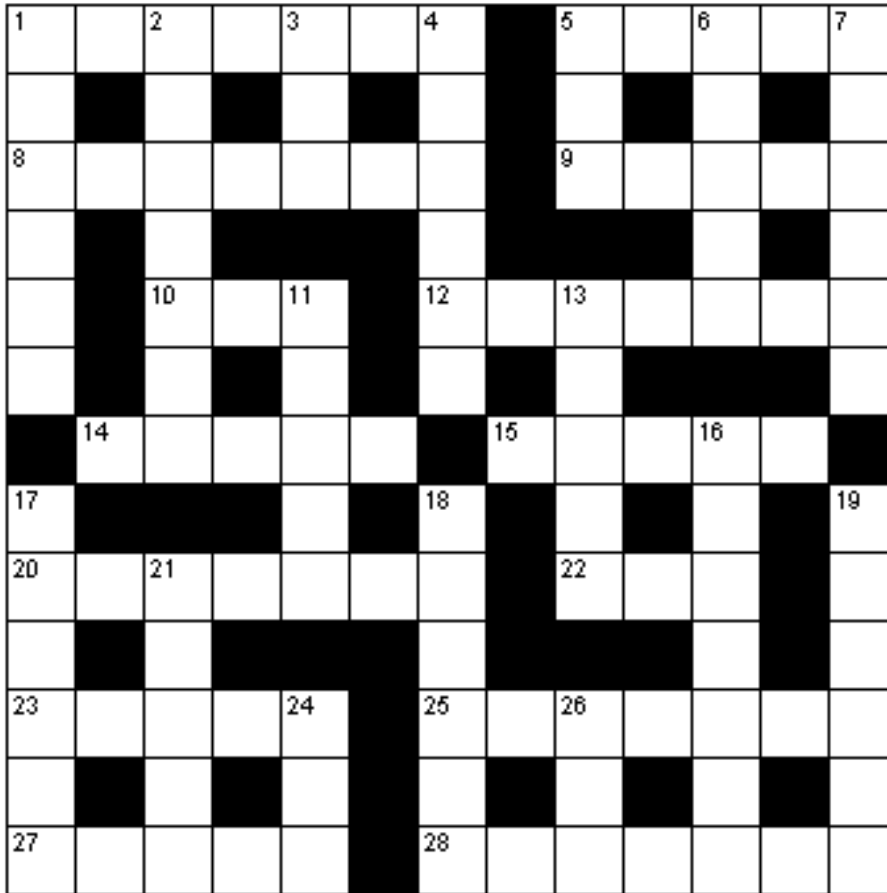
[GCFLearnFree.org](http://GCFLearnFree.org) is an online training program of Goodwill Industries. Brush up on your Microsoft software, literacy, math, etc., all for FREE!





## Exercise for Your Brain

### Catch-Words 01



### Arrows Crossword - Solution 01

	S		D		P		S		H		A		
C	H	E	E	S	E		S	I	M	I	A	N	
	O		C	O	N	S	O	L		S	T	Y	
V	E	N	O	M		E	P	I	C		O		
		A	R	E	N	A		C	O	M	M	A	
S	A	C			A	L	C	O	V	E		G	
	P	R	Y		D			N	E	R	V	E	
F	L	E	E	T	I	N	G		R	E	E	D	
	O		N		N		R	S	E		T		T
E	M	U		R		W	A	R		A		M	
	B	R	I	B	E		R	A	M	B	L	E	
		G	L	O	V	E		S	A	L	O	N	
S	V	E	L	T	E		S	H	R	E	W	D	



Click for puzzle solution.

### Across

1. \_\_\_ speak louder than words (7)
5. Pieces of \_\_\_ (5)
8. Trade \_\_\_ (7)
9. The Holy \_\_\_ (5)
10. \_\_\_ the lion (3)
12. Lead by \_\_\_ (7)
14. A little rough around the \_\_\_ (5)
15. Last but not \_\_\_ (5)
20. Time is of the \_\_\_ (7)
22. Tic-Tac- \_\_\_ (3)
23. A \_\_\_ [playing](#) field (5)
25. Sorely \_\_\_ (7)
27. \_\_\_ your bets (5)
28. Many happy \_\_\_ (7)

### Down

1. Question and \_\_\_ (6)
2. \_\_\_ pink (7)
3. The \_\_\_ and only (3)
4. You can't beat the \_\_\_ (6)
5. Chicken and \_\_\_ (3)
6. \_\_\_ the nettle (5)
7. Fortune \_\_\_ (6)
11. A drop in the \_\_\_ (5)
13. Secret \_\_\_ (5)
16. Helter \_\_\_ (7)
17. Health, \_\_\_ and [happiness](#) (6)
18. \_\_\_ late than never (6)
19. Jack of all \_\_\_ (6)
21. \_\_\_ by the bell (5)
24. Let sleeping dogs \_\_\_ (3)
26. \_\_\_ his [match](#) (3)





## 2011/2012 Board of Directors

<b>President:</b>	Crystal L. Thomas, CAP-OM	<a href="mailto:crystalthomascps_cap@yahoo.com">crystalthomascps_cap@yahoo.com</a> 816.589.1621
<b>Treasurer:</b>	Pamela K. Creasman, CAP-OM	<a href="mailto:pcreas1@hallmark.com">pcreas1@hallmark.com</a> 816.274.8208
<b>Secretary:</b>	Lillian Walker, CAP-OM	<a href="mailto:lillian.walker@hdrinc.com">lillian.walker@hdrinc.com</a> 816.985.7615

## Committees

<b>Bylaws &amp; Standing Rules:</b>	Crystal L. Thomas, CAP-OM	<a href="mailto:crystalthomascps_cap@yahoo.com">crystalthomascps_cap@yahoo.com</a> 816.589.1621
<b>Membership/ Sunshine Committee:</b>	Pamela K. Creasman, CAP-OM	<a href="mailto:pcreas1@hallmark.com">pcreas1@hallmark.com</a> 816.274.8208
<b>Newsletter:</b>	Sandy Price, CAP-OM	<a href="mailto:sandra.price@fmc.com">sandra.price@fmc.com</a> 816.516.6193
<b>RTF/R&amp;E:</b>	Janice Chronister, CPS-OM	<a href="mailto:janice@mprisk.org">janice@mprisk.org</a> 816.292.7534
<b>Ways &amp; Means:</b>	Alicia Anderson	<a href="mailto:aanderson@orourkesales.com">aanderson@orourkesales.com</a> 816.694.7901
<b>Website:</b>	Crystal L. Thomas, CAP-OM	<a href="mailto:crystalthomascps_cap@yahoo.com">crystalthomascps_cap@yahoo.com</a> 816.589.1621



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