



## A LETTER FROM YOUR IAAP CHAPTER PRESIDENT, TERRIE SCOTT CPS, CWCA



WRC Members:

Well, it's almost fall. Can you believe it? Our August Chapter program was Shelly Walters from Fayetteville, Arkansas showing us "How to Get More Out of Google". If you missed this program, you really missed a load of great information and tips. I'm sure there is anything about Google that Shelly doesn't know. We learned about Google Alerts and even how committees can share a calendar and instant message to hold electronic meetings!

The Board met on Tuesday, August 25<sup>th</sup>; however, we were unable to conduct any Chapter business because there was not a quorum present at the meeting.

Our upcoming Chapter meeting on September 8<sup>th</sup> will be held at McBirney Mansion. For those of you who have not yet visited the Mansion, you are in for a pleasant surprise. The grounds should be beautiful this time of year and the Mansion is a treat. Our A-O Division Parliamentarian, Linda Williams CPS/CAP, will show us how to navigate our IAAP websites easier. We all owe a vote of thanks to JoAnn Fry and Joni Davis who have worked tirelessly on the Will Rogers site. They have done a fantastic job!

Several of the WRC members attended the A-O Division Leadership Conference in Van Buren, Arkansas over this past weekend. Let me just say that the Division pulled it off again. The Conference was totally free to all members (including breakfast, lunch and breaks) AND they even paid you back for ½ of your hotel room cost. The turnout was much larger than anticipated and the meeting room was a bit tight but I guess that's a good problem to have. Todd Saxton with Core Excellence spoke before and after lunch and Marsha Bryan CPS/CAP had a great presentation in the afternoon. Several of our members went early and took a wine tour on Friday, while a couple more visited the War Eagle Mill just outside Rogers, Arkansas. Most of us came together on Friday night for dinner with Division Officers and Todd.

If you did not complete the Member Survey on Survey Monkey, it has now expired. Without your input, we will be unaware of what you truly want your Chapter to be and how you view yourself as a part of it. Your Officers & Directors are here to serve you; however, you don't visit a restaurant and ask them to guess what you want for dinner. Please share your ideas, etc. by emailing one of your Officers or Directors today!

See you at the Mansion.....

## DATE TO REMEMBER

What IAAP Monthly Meeting

When: September 8, 2009  
5:15 pm

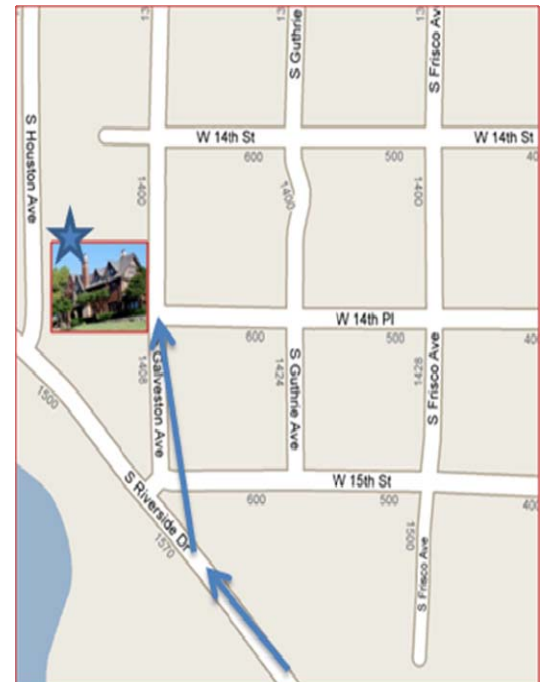
Where: **McBirney Mansion (new!)**

Topic: Navigating & Advancing Your Education  
through IAAP Web Community

Cost: \$18.00 US Dollars Each

RSVP: Janet Shook CPS  
918-488-6443  
[janet.shook@zenergyok.com](mailto:janet.shook@zenergyok.com)

**McBIRNEY MANSION**  
**1414 South Galveston. Tulsa. OK**  
**(One block off Riverside Drive)**



<http://maps.google.com/maps>

*If you use Google as your Search engine,  
just click on maps and insert the address.*

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**2009-2010 IAAP INTERNATIONAL BOARD OF DIRECTORS – INSTALLED MONDAY, JULY 27**

Pictured to the left are:



Front Row (left to right): Treasurer Karlena Rannals CPS/CAP, Vice President Tamra Goodall CPS/CAP, President Susan Shamali CPS/CAP, President Elect Mary Ramsay-Drow CPS/CAP, Secretary Janine Riemersma CPS/CAP

Second Row (left to right): Northeast District Director Judith Yannarelli CPS/CAP, Affiliate Representative Jennifer Hinkson CMP, Northwest District Director Valerie King CPS/CAP, Great Lakes District Director Wendy Melby CPS/CAP, Southeast District Director Virginia Boyd CPS/CAP, Canada District Director Sharron Buttler CPS/CAP, Southwest District Director Antoinette Smith CPS/CAP.



**CPS/CAP STUDY QUIZ**

**The study quiz below is just for fun so test your skills or challenge your peers -- you might even learn something along the way! (Answers are located on the last page.)**

- |   |  |
|---|--|
| <p>1. What is the shelf life of an optical disc?</p> <ul style="list-style-type: none"><li>A. 5 years</li><li>B. 10 years</li><li>C. 20 years</li><li>D. 30 years</li></ul> <p>2. Laser technology uses a beam of light to burn microscopic pits onto:</p> <ul style="list-style-type: none"><li>A. hard disks</li><li>B. magnetic disks</li><li>C. optical disks</li><li>D. RAID (Redundant Arrays of Independent Disks)</li></ul> <p>3. What allows you to delete a program &amp; update system file entries?</p> <ul style="list-style-type: none"><li>A. Uninstaller</li><li>B. File Manager</li><li>C. Firewall</li><li>D. Diagnostic Utility</li></ul> <p>4. Which sentence displays correct English usage?</p> <ul style="list-style-type: none"><li>A. That scarf complements her suit.</li><li>B. A miner cannot be served alcoholic drinks.</li><li>C. What is the principle reason for the delay?</li><li>D. Whenever we need help, he gives good council.</li></ul> <p>5. One of the most important attributes of a top manager is:</p> <ul style="list-style-type: none"><li>A. team building</li><li>B. decision-making skills</li><li>C. long term focus</li><li>D. motivational ability</li></ul> | <p>6. The minimum space requirements for an individual reception room in an organization is:</p> <ul style="list-style-type: none"><li>A. 75-100 sq. feet</li><li>B. 25 sq. feet per person</li><li>C. 35 sq. feet per person</li><li>D. 200 sq. feet</li></ul> <p>7. When attending functions where name tags are provided, place your name tag:</p> <ul style="list-style-type: none"><li>A. on your left shoulder</li><li>B. around your neck</li><li>C. on or near your belt</li><li>D. on your right shoulder</li></ul> <p>8. Which record storage system provides the highest confidentiality of customer records?</p> <ul style="list-style-type: none"><li>A. alphabetic</li><li>B. subject</li><li>C. numeric</li><li>D. geographic</li></ul> <p>9. Feedback &amp; evaluation are part of which phase of the planned-change process?</p> <ul style="list-style-type: none"><li>A. anticipation</li><li>B. freezing</li><li>C. refreezing</li><li>D. unfreezing</li></ul> <p>10. When transferring an image from a color transparency to the monitor, what is the more appropriate scanner tool to use?</p> <ul style="list-style-type: none"><li>A. video capture board</li><li>B. image scanner</li><li>C. flatbed scanner</li><li>D. handheld scanner</li></ul> |
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## UPDATED TRAVEL REQUIREMENTS (FROM WORLD TRAVEL)

The traveler's name on the airline ticket needs to match exactly the name that appears on the government issued ID, typically a driver's license. Nicknames cannot be used to book an airline ticket. Date of birth and gender will also be requested when making reservations. If date of birth and gender are missing from the reservation, the traveler will need to check in at the airport versus utilizing on-line check in features or self service kiosks. Please keep these items in mind as you work through your business travel arrangements.

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### SUSAN G. KOMEN "RACE FOR THE CURE"



To make a donation, learn more about the event or sign up to participate in the *celebration of life* better known as a "Race for the Cure" go to <http://www.komentulsa.org/site/PageServer>.

This event will take place September 19, 2009 and there will be thousands of men and women participating – be one of them, help make a difference!

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## A-O DIVISION 2009 – 2010 MEMBER OF EXCELLENCE PROGRAM

By Brenda Dietzfeld

In last month's newsletter, I included the criteria for becoming a Division Member of Excellence. I want to share what I received from the August 22 Leadership Workshop. With this information, I hope all of you have the opportunity to start adding checkmarks to your documentation worksheet. The worksheet can be found at [www.iaap-ao.org](http://www.iaap-ao.org):

### PROGRAM AND AWARDS:

- Level 1 – All those who apply
  - We will recognize all members who apply for the A-O Division Member of Excellence Award with a certificate at the 2010 Annual Meeting.
  - It is not necessary to be present at the 2010 Annual Meeting to receive the certificate.
- Level 2 – A-O Division Members of Excellence
  - We will recognize one Member from each Chapter and one Division Member at Large as the 2010 A-O Division Members of Excellence at the 2010 Annual Meeting.
  - Attendance at the 2010 A-O Division Annual Meeting is mandatory in order to receive this award.
  - Division Officers and the Board Assistant are not eligible to compete for this award.
  - We will determine the winners (one Member from each Chapter and one Division Member at Large) based on who attains the most checkmarks from July 1, 2009 through May 31, 2010 by meeting the established criteria.
  - In case of a tie among members of one chapter or among the DMALs, the winner will be the one who first submitted the Member of excellence Application and documentation to the Division Board Contact.

### CRITERIA, DOCUMENTATION AND DEADLINE:

- We have outlined the criteria for which members can earn checkmarks in a document titled Criteria for 2009-2010 A-O Division Member of Excellence Program.
- We have outlined the required documentation for each criterion in a document titled Documentation Worksheet for 2009-2010 A-O Division Member of Excellence Program.
- Members must submit their application and documentation to their named Division Board Contact by the deadline of May 31, 2010.

I will have handouts at the September 8 meeting for those in attendance.

Our Division Board contact is: Sandy Tabio  
15425 S Sheridan Road  
Bixby, OK 74008-4021  
Email: [sandytabio@aol.com](mailto:sandytabio@aol.com)

## LENDING LIBRARY – UP & GROWING

Many thanks to all of you who have already donated books to the Will Rogers Chapter's Lending Library! Sharing information is so important and we do appreciate your generosity! If anyone else has books, CDs, DVDs, etc. to donate, please bring them with you to the next meeting and hand them over to Brenda Hix. She'll add them to the library list and make them available for all members to check out. (Thanks Brenda!)



To obtain a publication from the library, just email the book title to Brenda Hix ([brenda.hix@zenergyok.com](mailto:brenda.hix@zenergyok.com)) and she'll bring it with her to the next scheduled meeting. Since there is a one month limitation on book checkouts, you simply return the book to Brenda at the next meeting. How easy is that?! A current list of available publications is listed below for your review and reference.

<b>IAAP - Will Rodgers Chapter Lending Library - Inventory List</b>	
<b>Book Title</b>	<b>Author</b>
Become an Inner Circle Assistant	Joan Burge
I Did It My Way and...It WORKED!	Colleen J. Payne-Nabors
Finish Strong (Amazing Stories of Courage & Inspiration)	Dan Green
Generations at Work	Ron Zemke, Claire Raines & Bob Filipczak
Leadership Courage - Strategies for Individuals & Organizational Success	David Cottrell & Eric Harvey
Leadership Lessons - Powerful Quotes	Eric Harvey & Steve Ventura
Listen Up, Leader! (Pay Attention, Improve, and Guide)	David Cottrell
Ouch! That Sterotype Hurts (Communicating Respectfully in a Diverse World)	Leslie C. Aguilar
Release Your Brilliance	Simon T. Bailey
Serve Right (Everyone's Straight-Talk Guide to Customer Service Success)	Steve Ventura
The 7 Habits of Highly Effective People	Stephen R. Covey
The Future - <i>a build-your-own-future manual for Administrative Professionals</i>	Warren Evans
The Hamster Revolution (Stop Info-Glut-reclaim your life) Email Mgmt.	Mike Song, Vicki Halsey, Tim Burress
The Heart of Leadership (12 Practices of Courageous Leaders)	Robert E. Staub
The Leadership Secrets of Santa Claus (How to Get Things Done)	2003 Performance Systems Corporation/Walk the Talk Co.
The Power of 10% (How Small Changes Can Make a BIG Difference)	Eric Harvey & Michelle Sedas
The Seven Acts of Courage	Robert E. Staub
The Total Money Makeover (Revised & Updated)	Dave Ramsey
<b>CAP/CPS Certification Library - Study Books</b>	
<b>Title</b>	<b>Author</b>
Advanced Organizational Management	Pearson Prentice Hall
Management	Pearson Prentice Hall
Office Administration	Pearson Prentice Hall
Office Systems and Technology	Pearson Prentice Hall



## EXERCISE: HOW MUCH SHOULD I DO? (taken from the United Healthcare Newsletter)

You know regular exercise helps protect your health. But what's considered "regular?" Do you have to work out like a bodybuilder, or is walking around the block enough?

Guidelines from the American Heart Association and the American College of Sports Medicine recommend:

- 30 minutes of moderate exercise – such as brisk walking, bicycling or recreational swimming – five times weekly.

Or,

- 20 minutes of vigorous exercise – such as jogging, running, playing basketball or lap swimming – three times weekly

Or,

- A session of strength training – such as weightlifting, pushups and sit-ups or other calisthenics – twice a week. Try to do eight to 10 different types of these exercises with eight to 12 repetitions each.

### Caution!

For safety's sake, see your doctor before significantly increasing your level of activity.

### You always can do more!

The 20 or 30 minutes recommended is just an average of how much exercise tends to yield health benefits. Doing more is even better for you. In fact, you may need to do at least 60 to 90 minutes to lose weight or maintain weight loss.

### Ready to get started?

Follow these tips to work fitness into your daily routine:

Chop it up. Can't do 30 minutes all at once? Doing it in 10-minute chunks throughout the day can be just as effective.

Mix and match moderate and vigorous activities. You can take brisk, 30-minute walks two days a week and go on 20-minute runs on two other days.

Choose activities you like. You don't want to get bored! And, you may be more likely to stick with it.

Bring the family. Play an active game in the park. Go on a hike or bike ride. Exercise is more fun as a group. And, it teaches kids the importance of fitness.

Following these guidelines can help you reduce risks for serious illnesses, such as diabetes, heart disease, high blood pressure and cancer. It also can help you stay strong, flexible and independent as you age.



## PEPPER SPRAY VS. WASP SPRAY

Cynthia Bailey CPS submitted the article below.

A friend who is a receptionist in a church in a high risk area was concerned about someone coming into the office on Monday to rob them when they were counting the collection. She asked the local police department about using pepper spray and they recommended she get a can of wasp spray instead. The wasp spray, they told her, can shoot up to twenty feet away and is a lot more accurate. With the pepper spray the attacker has to get too close before it can be used and at that range they could easily overpower you. The wasp spray temporarily blinds an attacker until they get to the hospital for an antidote. The friend now keeps a can on her desk in the office (it doesn't attract attention from people like a can of pepper spray would). She also keeps one nearby at home for protection. You could keep one in your car too - it would not be illegal.

Watch a video about it here:

<http://abclocal.go.com/wtv/story?section=news/local&id=6650350>

(Disclosure: IAAP has not researched the above information to date and does not endorse one product over the other.)

**HAPPY  
SEPTEMBER  
BIRTHDAYS!**



Diane Gawey-Riley

Tonya Jimenez

Rachel Kingsley



## INTERVIEW TAKE-ALONG CHECKLIST BY CHRISTINE F. DELLA MONACA, MONSTER STAFF WRITER

You're interviewing for a job tomorrow, and you think you're prepared: You've [practiced](#) your answers to a multitude of [common interview questions](#) and [have a few questions of your own](#) for the interviewer. Your [suit](#) is pressed and ready. But what do you bring to the interview?

We've created this handy checklist, with the help of [Monster Interview Expert Marky Stein](#), so you won't forget a thing.

### What to Put in Your Briefcase

- **Your Resume and References:** But don't just throw these crucial documents in your bag. According to Stein, linguists and psychologists have found that 93 percent of all communication is [nonverbal](#). How you present this information says a lot about you.

To that end, Stein recommends you buy an inexpensive two-pocket folder in blue, since this color appeals to both men and women and conveys a business feel. On the left side, place your resume, and on the right, your letters of recommendation and reference list. When you get to the interview, say, "I wanted to bring an extra copy of my resume -- here it is," and open the folder, turning it around for the interviewer to read.

"This is a sign you are open and honest as well as organized," Stein says. "The more you show you are prepared, the more you are showing respect."

- **Pad and Pen:** Taking a few notes during your interview (while being careful not to stare at your notepad the whole time) is another sign of respect. "It makes them feel you are listening," Stein explains.
- **Business Card:** People either take in information visually, audibly or through touch. "The more you give them to touch, the more real it seems to them," she says.
- **Directions:** "These lower your anxiety," Stein says, adding that it's preferable to drive to your interview location in advance and park so you can see how long the journey takes.
- **Cell Phone:** You can always leave this bit of modern life in your car, but if you must take it with you, make sure it stays turned off and in your briefcase; it's a huge sign of disrespect to be interrupted during an interview or give the appearance you'll be interrupted. "If you're a man, don't even wear it on your belt," Stein recommends. "Keep it hidden."

### The Intangibles

- **A Smile:** It may sound sappy, but this nonverbal clue is an immediate rapport-builder. Interviewers are often nervous, too. "In one-sixteenth of a second, we assess whether someone will harm, help or hurt us," Stein says. "(A smile) immediately tells someone that you're not going to hurt them."
- **Company Research:** In almost every interview, you'll be asked what you know about the company, Stein says. To prepare for this question, she recommends [Hoovers.com](#). You can also check out companies on [Monster](#).

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### CPS/CAP STUDY QUIZ ANSWERS

- |      |       |
|------|-------|
| 1. D | 6. C  |
| 2. C | 7. D  |
| 3. A | 8. C  |
| 4. A | 9. C  |
| 5. B | 10. B |

### QUOTES

Every human has four endowments - self awareness, conscience, independent will and creative imagination. These give us the ultimate human freedom... The power to choose, to respond, to change...Stephen Covey

In the end, it's not the years in your life that count. It's the life in your years...Abraham Lincoln