



April 2010

# Highrise Happenings

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## **President's Message**



With taxes behind us, we can all focus on the immediate task at hand that affects us all as a Chapter. And that task is Officer Elections. The Board, who has graciously volunteered of their time over the past year to serve as leaders, have but a few months before their term comes to an end.

Take an active role in the future of our chapter. I encourage you to run for office! In fact, two officers in our ranks deserve special recognition. Cheryl Matlosz and Elizabeth Harms, Vice President and Treasurer respectively, also volunteered on the Event Committee charged with the task of putting together this year's APW Event. On Friday, April 23, the Holiday Inn in Stapleton hosted over 75 administrative professional attendees for a day of training and networking. Having attended part of the event myself, I can say I was most impressed with how smoothly things went and how excited I am at the prospect of new membership into our chapter. A big and heartfelt thank you to Cheryl and Elizabeth for a job well done!

In addition to elections at our May Annual Meeting, we will also be discussing potential program topics for the next fiscal year, which begins in July. Come to the meeting armed with your ideas about what you would like to see on our program schedule. Remember, this is your chapter and you have a say in what we do and the programs we put together.

Finally, I wanted to thank those who took a moment to complete our chapter survey, which we released a little over a month ago. We will be discussing the results of that survey at our next meeting. To that end, make sure your input is included in the results by filling it out today! The links to the three-part survey are listed below and should take no more than ten minutes to complete:

Part 1 of 3: <http://www.surveymonkey.com/s/H5XNDF6>

Part 2 of 3: <http://www.surveymonkey.com/s/P8K7L3M>

Part 3 of 3: <http://www.surveymonkey.com/s/P8Q58XN>

These next few months are very important to the future of our chapter. Make sure your voice is heard by taking an active role in the process! Thank you for all that you do...

Christopher

**DRAFT Minutes of Denver Downtown Chapter of IAAP  
Wednesday April 14, 2010**



**CALL TO ORDER:**

Christopher Young called the meeting to order at 8:15 am (with 5 members in attendance; 1 guest: Edyie Thompson from City and County of Denver).

**OFFICER/BOARD REPORTS:**

Treasurer – Elizabeth Harms CAP

For the month of March, we had revenue of \$120; expenses of \$0.24. This gives us a checking balance of \$1,536.67. We are currently ahead of budget for the month and year. We have \$156.40 in the Sunshine Fund.

The APW event registrations to date: 72

Vendor registration to date: 13 (12 in vendor expo; 1 sponsor (Boise)).

If all goes as planned, our chapter will realize revenue of approximately \$900.

Secretary – Jeanne Jones, CPS/CAP

The March minutes were approved and will be recorded.

**UNFINISHED BUSINESS:**

The Nominating Committee consists of Debbie Brown and Jeanne Jones. The nominating committee contacted chapter members regarding running for an officer position. To date, we have had one person, Jenni Graham, agree to run for vice president. We are still looking to fill the roles of President, Secretary, and Treasurer.

**NEW BUSINESS:**

None reported.

**PROGRAM:**

The topic discussed was *Storytelling as a Business Communication Model*, presented by Christopher Young. It was an open discussion and sharing session. We discussed how differences in personalities play a major role in communication. Thank you, Christopher, for leading this informative discussion.

**ANNOUNCEMENTS:**

The next meeting of the Denver Downtown Chapter of IAAP will be held on Wednesday, May 12<sup>th</sup>, at Grant Thornton LLP. This is will be our Annual Meeting and officers will be elected at this time.

**ADJOURN:**

The meeting/presentation adjourned at 9:05 am.



# MAKE TRACKS TO CHEYENNE, WYOMING JUNE 4-5, 2010

TO THE HISTORIC PLAINS HOTEL IN BEAUTIFUL DOWNTOWN CHEYENNE, WYOMING



*Hosted by  
The Old West  
Chapter*

**POWER  
of  
Commitment**  
CO-WY-MT Division



**2010 COLORADO-WYOMING-MONTANA  
DIVISION ANNUAL MEETING**

**INTERNATIONAL ASSOCIATION OF  
ADMINISTRATIVE PROFESSIONALS**



For more information visit the Division Website: <http://www.iaap-co-wy-mt.org>

## Business Communication Styles

While it may seem that all business communication is being done electronically today, hard-copy letters are still an important part of business correspondence; and the appearance of those letters can make or break your business. Here are the three basic formats for business letters and some ideas about when to use each.



**Full-block format.** This format presents a contemporary style while maintaining a professional look. All elements of the letter, from date to signature block, are set flush against the left margin. The look is clean and easy to set up for routine letters, although it may not be the right choice for a more traditional situation.

**Semiblock format.** This format is appropriate when a more traditional look is desired, which is the case with international correspondence. The date line, closing, and signature block are indented to the center of the page, offering a professional look that is less severe than the full-block format. Paragraphs may be either flush left or indented, depending on preference. The total effect is balanced and professional - excellent for international and social letters.

**Simplified format.** This is the most casual style, omitting courtesy elements like the salutation and complimentary closing. It includes a subject line at the beginning and just the writer's name and title beneath the signature, with all elements flush left. The term "functional" applies to this format, and while it will not enhance the persuasive, personal, or international letter, it suits notices, bulletins, orders, and other such messages very well.

Keep templates on hand for all three formats, and take the time to consider which will best fit the purpose of each letter you send. Although today's business office has assumed a comfortable, less formal atmosphere, it's still critical to present the appropriate professional face in your business correspondence.

You can learn more about writing and formatting business letters at [Upwritepress.com](http://Upwritepress.com)

### *Nominating Committee*

It is that time of the year when we need to begin planning for the 2010/2011 term. Please consider running for one of the officer roles. It's a great way to get involved in the chapter and meet new people.

The nominating committee will give a report and chapter members will vote for candidates for the offices of President, Vice President, Secretary and Treasurer at the annual meeting in May.

If interested in running for an officer position, please contact either Deb Brown at [debbrown51@comcast.com](mailto:debbrown51@comcast.com) or Jeanne Jones at [jonesj@zhi.com](mailto:jonesj@zhi.com).



**Denver Downtown Chapter Board of Directors**

Christopher Young	President	christopher.y@gmx.com	303.641.4656
Cheryl Matlosz CAP	Vice President	cheryl.matlosz@hro.com	303.866.0558
Elizabeth Harms CAP	Treasurer	elizabeth.harms@gt.com	303.813.3477
Jeanne Jones CPS/CAP	Secretary	jeanne.jones@ue-corp.com	303.928.4655
Debbie Brown CPS/CAP/RP	Bylaws	debbrown51@comcast.net	303.831.5083
Alicia Ellsworth	Certification	alicia.ellsworth@xcelenergy.com	303.571.7615

Chapter Web Site: [www.iaap-denverdowntown.org](http://www.iaap-denverdowntown.org)

**CWM Division Officers**

Margaret Hartl	President	mhartl01@msn.com	406.657.2367
Tish Neff	President-Elect	lcn357@msn.com	
Eileen Verosko CPS	Vice President	everosko@officescapes.com	
Judy Smith	Secretary	smithj@laramie1.k12.wy.us	307.771.2124
Andrea Latine CPS	Treasurer	andrea.latine@analex.com	

Division Web Site: [www.iaap-co-wy-mt.org](http://www.iaap-co-wy-mt.org)

**International Board:**

Susan K. Shamali CPS/CAP	President	sshamali@iaap-hq.org	616.356.6908
Mary Ramsay-Drow CPS/CAP	President-Elect	mrdrow@iaap-hq.org	414.343.4608
Tamra Goodall, CPS/CAP	Vice President	tgoodall@wvha.org	304.344.9744
Janine Riemersma CPS/CAP	Secretary	jriemersma@iaap-hq.org	616.464.3710
Karlana Rannals CPS/CAP	Treasurer	krannals@iaap-hq.org	858.756.6014

**Directors**

Wendy Melby CPS/CAP	Great Lakes	wmelby@iaap-hq.org	262.391.9611
Valerie King CPS/CAP	Northwest	vking@iaap-hq.org	507.255.4757
Antoinette Smith CPS/CAP	Southwest	antoinette.smith@boeing.com	314.233.8054
Sharron Buttler CPS/CAP	Canada	sbuttler@iaap-hq.org	613.596.7180
Judith Yannarelli CPS/CAP	Northeast	jjannarelli@iaap-hq.org	973.430.5722
Virginia Boyd CPS/CAP	Southeast	vboyd@iaap-hq.org	864.942.4219
Jennifer Hinkson CMP	Affiliate	jhinkson@iaap-hq.org	246.417.4536

## Upcoming Events



### 2010 CWM Division Conference

- June, 2010
- Cheyenne, WY

### 2010 EFAM – Educational Forum and Annual Meeting

- July 18-21, 2010
- Boston, MA – Hynes Convention Center



### 2010 CERTIFICATION CONFERENCE

- October 17-20, 2009
- Louisville, KY – Hilton Seelbach Hotel

### 2011 CWM Division Conference

- June, 2011
- Denver, CO