



Kalamazoo Chapter of International Association of Administrative Professionals®, Kalamazoo, Michigan

IAAP® Kalamazoo Chapter • P.O. Box 2556 • Kalamazoo, MI 49003
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IAAP® Headquarters Website: www.iaap-hq.org
Michigan Division Website: www.iaapmichigan.org

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Networking Success from A to Z
Concept Selling by Andrew Holm ~ aholm@cybertrans.com

- Arrive early for best results.
- Be a good listener.
- Clearly enunciate (name, words, and sentences).
- Don't interrupt.
- Exude confidence in your communication and how you carry yourself.
- Focus on your conversational partner.
- Gather information about others from conversations and observations.
- Help your listener remember what you say and how you say it.
- Inquire about them. It's all about them.
- Jump-start conversations with engaging statements and questions.
- Know how you can best help others.
- Listen actively (through the use of gestures, facial and body language).
- Make and keep eye contact.
- Never stare or crowd your conversational partner(s). Respect personal space.
- Open-ended questions generate valuable insights.
- Presentation skills matter! Polish yours.
- Questions keep your dialog going. When it stalls, ask more.
- Respect others time by staying focused.
- Study non-verbal cues of your listener; do they agree, care, and understand?
- Think before you speak.
- Uncover their needs, pain, problems that you can solve.
- Value their time by not monopolizing it.
- Write a thank-you note or e-mail to follow up with new contacts you meet.
- X is a variable whose value is unknown. Get to appreciate others true value.
- Zzzz What they'll do if you cannot keep them awake with mutual conversation!

Featured Sponsor



“Are you **NET**working or **NOT**working?”
Enhanced Sales Skills
as seen in
Concept Selling by Andrew Holm
aholm@cybertrans.com

President's Corner

~Jana Stermer

This is the last newsletter in the 2008-2009 chapter year. I want to thank our membership for their continued enthusiasm and participation.

The programs we had this year offered recertification points with educational topics and great speakers. Fund raising efforts proved to be profitable, even with the current economy troubles.

Networking opportunities like MDEW, MDAM, "Advancing Your Future" Seminar, Networking Events, Student Sponsorship project & our chapter meetings helped form lasting relationships and resources for many.

Thank you for the generous donations to Loaves & Fishes. The May donation totaled 163 pounds of food and \$70 cash! I encourage we continue to look at ways to help our Community Outreach Program.

Our chapter website has recently expanded to offer easier access to chapter news & announcements. We streamlined our communications, to help members get important notifications promptly.

I am also looking forward to implementing our new Member Orientation Program which will surely inspire and encourage members.

These successes could not be possible without volunteers to help on these teams. Together, we have made a difference!

We also have had seven new members join our chapter this year!

The Executive Board worked continuously towards ensuring a successful year! I thank each Board Member for their dedication! It has been a wonderful & exciting opportunity to work closely with such a wonderful team!

This has truly been another great year for our chapter!

I know the 2009-2010 Executive Board will also rise to the occasion! I look forward to great new things to come!

Have a safe and wonderful summer!

Jana Stermer

President

Kalamazoo Chapter Board of Directors:

President

Jana Stermer

B: (269) 216-2116

jana_m_stermer@uhc.com

President-Elect

Karen Shultz CPS

B: (269) 833-7167

karen@aluckyladycarservice.com

Communications Secretary

Sherri Douglas CPS/CAP

B: (269) 441-2703

douglas@bcunlimited.org

Recording Secretary

Sandy Oaks CAP

B: (269) 668-3336 x1433

sandy.oaks@mpiresearch.com

Treasurer

Betty Gruber CPS

B: (269) 533-2709

betty.gruber.h32b@statefarm.com

Advisor

Jennifer Mitchell CAP

B: (269) 673-0510

jmitchell@allegancounty.org



Updates and Announcements

Member of Excellence Submissions

The deadline to submit your Member of Excellence Online Submission form is **June 30, 2009**. If you are unfamiliar with where to find this form, you can find it on the H.Q., Division, or Chapter websites; the web address to the Kalamazoo Chapter's website is www.iaap-kalamazoo.org/. On the left side of the page, click Intl. Members Place; then Pathways to Excellence; and then Home. Follow the link that pops up. At the top of the page, click the Member of Excellence link. Scroll to the bottom of the page and click **Member of Excellence Online Submission Form**.

IAAP H.Q. will be doing random audits of members to ensure the criteria has been met. Be sure to save all documentation for proof in case you are audited.

If you need assistance, please contact IAAP Headquarters; at the bottom of the webpage is a Contact Us link.

2008-2009 Fundraising Events

- | | |
|---|----------|
| ❖ Returnable beverage containers -“Feed the Bear” | On-going |
| ❖ Empties4Cash (ink cartridges) | On-going |
| ❖ Harding's eScrip Community Card | On-going |

Our fundraisers are a vital part of our chapter as they bring in much-needed money. We appreciate all the help our members have given over the past year. We hope that your support will continue in the upcoming Chapter year.

Feed the Bear donations continue to be accepted at our monthly chapter meetings.

Please collect your small print cartridges and bring them to the monthly chapter meetings. These will be sent in large shipments by **Trish Kuhn**.

If you shop at Hardings, please remember to use your eScrip card.

Once again, thank you to all of the members that have helped make our fundraisers a success. If you have an idea for a fund raiser we look forward to hearing about it. Please send it to the fundraising team and to you Board of Directors.

For further information on any of the fundraisers, please contact one of the fundraising team members, **Vicki Fricke CPS, Diane Groh, Cheryl Jenkins, or Trish Kuhn**; or any board member.



**Kalamazoo Chapter IAAP
Membership Roster – Review and Update**

Please help us to keep our records updated by completing the information below. Changes should also be done on the IAAP International website. Please leave the completed form on the table or fax to Laurie Andrus at (269) 746-6309 or by email at LaurieAAndrus@Eaton.com

NAME	
BIRTHDAY (MONTH & DAY)	
HOME ADDRESS	
CITY, STATE, ZIP	
HOME PHONE	
CELL PHONE	
HOME E-MAIL	
EMPLOYER	
WORK ADDRESS	
CITY, STATE, ZIP	
WORK PHONE	
WORK FAX	
WORK E-MAIL	

Please mark an asterisk where you would prefer to receive Chapter communications.
Thank you for your help.

Member News ~ Celebrations



<i>Julie Freeman</i>	<i>June 1</i>
<i>Jacquelyn King</i>	<i>June 4</i>
<i>Florence Sperti</i>	<i>June 12</i>
<i>Joni Frick CPS</i>	<i>June 15</i>
<i>Carla Thomas CPS</i>	<i>June 24</i>

<i>Winnie Pape</i>	<i>1971</i>
<i>Tonya Chartrand CPS/CAP</i>	<i>1986</i>
<i>Julie Freeman</i>	<i>2002</i>
<i>Andrea Houseman CPS</i>	<i>2002</i>
<i>Karen Shultz CPS</i>	<i>2002</i>
<i>Mary Vanderberg</i>	<i>2002</i>
<i>Lynette Curtis</i>	<i>2008</i>
<i>Deborah Vliek</i>	<i>2008</i>

Update to Member Directory

Marie Ouzoonian has a new home e-mail address, mouzoonian@att.net.

Changes to the Kalamazoo Chapter Bylaws & Standing Rules

At the May Chapter meeting the members voted on the Proposed Amendments to our Chapter's Bylaws and Standing Rules. Please see the May newsletter for these five proposed amendments. The chapter members present at the May meeting adopted all five proposed amendments.

Community Events

<p>International</p> <p>Certification - CPS and CAP Exams November 6 & 7, 2009 May 7 & 8, 2010 Kalamazoo Valley Community College, 9th Street, Oshtemo, MI</p> <p>For a certification packet, visit the IAAP-HQ website</p>	<p>International Conventions</p> <table border="0"> <tr> <td>2009</td> <td>July 26-29</td> <td>Minneapolis, MN</td> <td>Minneapolis Convention Center</td> </tr> <tr> <td>2010</td> <td>July 18-21</td> <td>Boston, MA</td> <td>Hynes Convention Center</td> </tr> <tr> <td>2011</td> <td>July 24-27</td> <td>Montreal, Quebec</td> <td>Montreal Palais de Congress Convention Center</td> </tr> <tr> <td>2012</td> <td>July 20-25</td> <td>Grapevine, TX</td> <td>Gaylord Texan Resort</td> </tr> <tr> <td>2013</td> <td>July 28-31</td> <td>Anaheim, CA</td> <td>Anaheim Convention Center</td> </tr> <tr> <td>2014</td> <td>July 27-30</td> <td>Milwaukee, WI</td> <td>Milwaukee Convention Center</td> </tr> </table>			2009	July 26-29	Minneapolis, MN	Minneapolis Convention Center	2010	July 18-21	Boston, MA	Hynes Convention Center	2011	July 24-27	Montreal, Quebec	Montreal Palais de Congress Convention Center	2012	July 20-25	Grapevine, TX	Gaylord Texan Resort	2013	July 28-31	Anaheim, CA	Anaheim Convention Center	2014	July 27-30	Milwaukee, WI	Milwaukee Convention Center
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<p>Division</p>	<p>2010 Michigan Division Annual Meeting (MDAM) May 14 & 15, 2010 DoubleTree Bay City-Riverfront Bay City, Michigan</p>																										
<p>Chapter</p>	<p>Kalamazoo Chapter Meeting Networking begins at 5 pm June 1 2009 Kalamazoo RESA 1819 Milham Road</p>	<p>Executive Board Meeting June 15, 2009 5:30 pm State Farm Portage Road</p>	<p>Kalamazoo Chapter Meeting Networking begins at 5 pm September 14, 2009 Kalamazoo RESA 1819 Milham Road</p>																								
<p>Kalamazoo Visitors & Convention Bureau</p> <p>For more information visit http://www.discoverkalamazoo.com/</p>	<table border="0"> <tr> <td> <p>Do-Dah Parade June 6, 2009 11 am Downtown Kalamazoo</p> </td> <td> <p>58th Annual KIA Art Fair June 6, 2009 9 am - 5 pm Bronson Park</p> </td> </tr> </table>			<p>Do-Dah Parade June 6, 2009 11 am Downtown Kalamazoo</p>	<p>58th Annual KIA Art Fair June 6, 2009 9 am - 5 pm Bronson Park</p>																						
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<p>Chapter Networking Events</p>	<p>Upcoming Networking Events will be listed in the September 2009 Kalamazoo Konnection.</p>																										

2008-2009 Chapter Meetings

(5 pm networking, 5:30 pm dinner, 6 pm meeting. Guests are Welcome to Attend)

DATE	TOPIC	LOCATION
	<p>Excellence in Action / Pathways to Excellence Jana Stermer, President</p> <p>Program Hostesses: Tonya Chartrand CPS/CAP & Kathy Spackman CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Photoshop / Graphics (1 recert point) Anne Goodrich, KRESA</p> <p>Program Hostesses: Charity Hutchins & Kathy Spackman CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Working Across Generations (1 recert point) Duane Hagen</p> <p>Program Hostesses: Charity Hutchins & Billie Blake</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Non-Profit Loaves & Fishes Anne Lipsey</p> <p>Program Hostesses: Sandy Oaks CAP & Colleen Cook CPS/CAP</p>	<p>Beacon Club Meal Cost \$20</p>
	<p>Jump Start Your Financial Future (1 recert point) Kim Foster</p> <p>Program Hostesses: Tonya Chartrand CPS/CAP & Carla Thomas CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Tech Tips & Microsoft Tips (1 recert point) Gina Loveless</p> <p>Program Hostesses: Charity Hutchins & Karen Shultz CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Internet Savvy & Navigating the Web (1 recert point) Karen Shultz CPS</p> <p>Program Hostesses: Sandy Oaks CAP & Karen Shultz CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Vendor Mart</p> <p>Program Hostesses: Sue Bos & Colleen Cook CPS/CAP</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
	<p>Business Meeting & Election of Officers Team Building (Stronger Teams through Stronger Relationships) (1 recert point) Jean Kruegar</p> <p>Program Hostesses: Jana Stermer, Sue Bos, & Carla Thomas CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>
<p>June 1 1 Recert Point</p>	<p>Business Meeting & Installation of Officers Executive Travel Planning (1 recert point) Trevor Mason, MPI Research</p> <p>Program Hostesses: Sandy Oaks CAP & Karen Shultz CPS</p>	<p>KRESA Daane's Catering Meal Cost \$10</p>

2008-2009 Teams

Bylaws and Standing Rules Committee: *Barb Jagielski CPS/CAP, Geneva Packard, Kelly Reggio CAP, Karen Shultz CPS, Jana Stermer, Linda Tetzloff* Board Contact: *Jana Stermer*

Certification Team: Leader: *Jennifer Mitchell CAP* Member: *Brenda Saylor CPS* Board Contact: *Karen Shultz CPS*

Communications Team: *Joni Frick CPS* Board Contact: *Sherri Douglas CPS/CAP*

Fund Raising Team: Co-Leaders: *Vicki Fricke CPS, Diane Groh, Cheryl Jenkins, Trish Kuhn* Board Contact: *Betty Gruber CPS*

Membership Team: *Gail McFanin* Board Contact: *Betty Gruber CPS*

Program/Hostess Team: Leader: *Tonya Chartrand CPS/CAP* Members: *Billie Blake, Sue Bos, Colleen Cook CPS/CAP, Charity Hutchins, Sandy Oaks CAP, Karen Shultz CPS, Kathy Spackman CPS, Jana Stermer, Carla Thomas CPS* Board Contact: *Karen Shultz CPS*

Publicity/Historian Team: *Merna Francis CPS* Board Contact: *Sherri Douglas CPS/CAP*

Nominations Team: *Colleen Cook CPS/CAP, Carol Todd CPS, Charity Hutchins, Barb Jagielski CPS/CAP* Board Contact: *Jana Stermer*

Seminar Team: Members: *Bonnie Jo Gary, Betty Gruber CPS, Keisha Hunt, Rena Lynema, Therese Malmberg, Marie Ouzoonian CPS/CAP, Geneva Packard, Kelly Reggio CAP, Linda Tetzloff* Board Contact: *Jana Stermer*

Sponsored Membership Team: *Kelly Reggio CAP* Board Contact: *Jana Stermer*

Website Team: Web Wizard: *Carol Todd CPS* Board Contact: *Sandy Oaks CAP*

*“Life isn’t about how to survive the storm;
But about how to dance in the rain.”
~Unknown*

2009 Chapter Seminar: “Advancing Your Future”

Submitted by ***Betty Gruber CPS***

On April 17, 2009, twenty-three Administrative Professionals participated in the Kalamazoo Chapter’s spring seminar entitled “Advancing Your Future.”

Our first speaker, Kristi Pavlik, was a very knowledgeable Virtual Assistant who founded her own VA company in 2002. She presented the advantages of being a virtual assistant and demonstrated how to get started as a VA or to set up your own VA business.

Our second speaker, Diana MacGregor, was an extremely accomplished Certified Master Microsoft Instructor. She took us through the basics of Microsoft 2007 and showed us valuable tips to use in our daily jobs. It was a very interactive presentation with a lot of useful information.

Our third speaker, Brook Stokes, a Director of Recruitment and Personnel Development for CRB Engineers, Inc., spoke on interviewing and resume writing. We were all captivated with his winning smile and excellent presentation skills. He gave us many good illustrations and pointers on the do’s and don’ts of presenting ourselves should we find we are again in the job market.

Our fourth speaker, Jan Gaulin, did an excellent job of introducing and re-affirming the importance of networking. She had many excellent illustrations of the positive effect of networking with those we meet and interact with daily.

The facility, Cityscape Events Center, was well suited to our needs. We started at 10:00am, heard four great speakers, had a good lunch, and were on our way home by 3:30 pm with a lot of good and useable information. The seminar was a great success! Thank you to our seminar team for doing a super job!

Kalamazoo Chapter Members Recognized at 2009

MDAM submitted by ***Merna Francis CPS***

The following members of the Kalamazoo Chapter of the International Association of Administrative Professionals (IAAP) attended the Michigan Division Annual Meeting of IAAP, held recently at Shanty Creek Resort, Bellaire, Michigan: Billie Blake, Tonya Chartrand CPS/CAP, Colleen Cook CPS/CAP, Sherri Douglas CPS/CAP, Merna Francis, Joni Frick CPS, Pat Frohnepfel, Barb Jagielski CPS/CAP, Rena Lynema, Marie Ouzonian CPS/CAP, Kelly Reggio CAP, Karen Shultz CPS, and Jana Stermer.

IAAP International President Barb Horton CAP, Surrey, B.C. was a guest and gave an international update. Kalamazoo Chapter members receiving recognition were Katherine Spackman CPS for achieving the Certified Professional Secretary (CPS) rating; Betty Gruber CPS for recertifying as a Certified Professional Secretary (CPS); Merna Francis CPS for 25 years of membership; and Jana Stermer serving as the Kalamazoo Chapter President of IAAP. More than half of the Kalamazoo IAAP members were also honored as Michigan Division Star Performers.

Drinks / Desserts Sign Up Sheet Reminder

Member Name	Soda	Dessert	Month
Linda Tetzloff	2 Diet Sodas		Jun-09
Karen Shultz	ICE & 2 Diet Cokes	Dessert	
Trish Kuhn		Dessert	

Many Thanks, Members! We asked and you gave. We appreciate all of your efforts over the past year to help our Chapter. You brought some delicious desserts; and who can resist dessert! We cannot thank you enough!!



International & Michigan Division Board of Directors

New M.D. Board

International	2009-2010 Michigan Division
<u>President</u> Barbara Horton CAP	<u>President</u> Heather Thomas CAP B: (517) 394-2420 ext.133 thomash@mlcnet.org
<u>President-Elect</u> Susan Shamali CPS/CAP	
<u>Vice President</u> Mary Ramsay-Drow CPS/CAP	<u>President-Elect</u> Marie Ouzoonian CPS/CAP B: (269) 668-3336 ext. 1464 marie.ouzonian@mpiresearch.com
<u>Secretary</u> Janine Riemersma CPS/CAP	
<u>Treasurer</u> Karlena Rannals CPS/CAP	<u>Vice-President</u> Marcia Barrette-Rushton CPS/CAP B: (231) 935-6532 mbarretterushto@mhc.net
<u>Director, Great Lakes</u> Sam W. Gill III CPS	
<u>Director, Northeast District</u> Judith A. Yannarelli CPS/CAP	<u>Recording Secretary</u> Connie Rubel B: (248) 244-4053 rubelch@kellyservices.com]
<u>Director, Northwest District</u> Valerie King CPS/CAP	
<u>Director, Southeast District</u> Tamra L. Goodall CPS/CAP	<u>Communications Secretary</u> Ann Henkel B: (248) 262-1865 amhenkel@hedev.com
<u>Director, Southwest District</u> Antoinette Smith CPS/CAP	
<u>Director, Canada District</u> Kathryne Fogal CPS/CAP	<u>Treasurer</u> Ruth Sorensen B: (231) 777-5233 ruth.sorensen@baker.edu
<u>Affiliate Representative</u> Jennifer Hinkson CMP	
<u>Trustees, Retirement Trust Foundation</u> Kathryne Hampton CPS/CAP C. Joyce Hawkins CPS/CAP Barbara Horton CAP Karlena Rannals CPS/CAP Kelly Reggio CAP Patricia Row CPS/CAP	
<u>Headquarters Mailing Address</u> P.O. Box 20404 Kansas City, MO 64195-0404 Phone: (816) 891-6600	<u>Courier/Shipping</u> 10502 NW Ambassador Drive Kansas City, MO 64153