

ADMINISTRATIVE RESOURCE

Monthly Newsletter of the Medina County Chapter IAAP October 2011

PRESIDENT'S MESSAGE:

September 23 brought us the first day of fall. I can already begin to see the changes with the leaves falling and the daylight hours fewer. The Halloween decorations are coming out along with the mums. I have needed a sweater or light jacket as I walk to work and know that before long that will be replaced with the winter coat.

I noticed many similarities this week with the claims department meetings at work and our Ohio Division Annual Meetings. The claims leaders travel to our Home Office to meet and share/communicate news and listen for feedback. The dinners and fun events in the evenings give the participants "down time" and social networking that is so needed especially due to all the weather-related events that have occurred this past year. In the same way, our chapters work hard all year and our annual meetings give us the sharing of important facts and the socializing too.

Our September program was held at the Medina County University Center and Denise Testa and Ray Buck facilitated the meeting on distance learning. It was a very informative meeting and they were gracious hosts. We were excited to have our meeting at this location and they provided dinner too! We presented our corporate sponsor Pam Brooks with a plaque to thank her for all she does for our chapter. In addition it was our Guest Night and we had two guests and Ohio Division President Sue Straub, CPS/CAP in attendance. Membership Chair Christine Warner, CPS; Eloise Stanton, CAP; and Mary Conway, CAP did an excellent job in putting on a program regarding the benefits of belonging to IAAP and the Medina County Chapter.

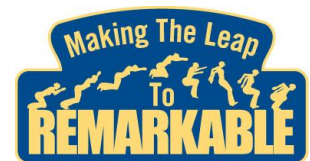
We participated in the NEOLAN meeting on September 24 at the Greene Eagle Winery in Cortland, Ohio. The Western Reserve Chapter hosted the meeting. The winery was in a beautiful 18th century style post and beam Cape Cod structure building, and we had the opportunity after the meeting to buy wine or gift items. The chapters in attendance shared their programs for the first half of the year and upcoming anniversary celebrations.

At our October 11 business meeting we will also be hosting our fourth annual Executive Night. We will be at the Medina County University Center and feel that this will be a good location to bring our "bosses." Please remember to invite your executive or supervisor and let them know that this is a celebration for them! This is an opportunity for them to see what our chapter is about and how you are furthering your personal and professional development after working hours. Our speaker Kevin Speight will present *Building Upward with Teamwork*. One recertification point has been awarded for this program. Any guests will be given the option to leave before the business-meeting portion and that will be shared with them before the meeting. Networking time will be available before and after the speaker along with refreshments.

We will have our photo albums at the meeting that depicts our history from 2001. Sandi Singer put together our latest book, and she captured many wonderful memories. Please take some time to look through the pages.

I look forward to seeing all of you in October to share together a special evening at our Executive Night.

Best regards,
Nancy



In this Issue:

- Executive Night Information
- Committee Reports
- Tech Corner
- Important Dates
- How to Get Along Well with your Supervisor
- and much more!

Mission Statement
Medina County Chapter IAAP is a professional organization that provides career development for administrative professionals through education, leadership and networking.

COMMITTEE REPORTS**Membership Committee Christine Warner CPS**

As we invite our executives to join us on October 11th for Executive Night at the Medina County University Center, remember to share the benefits of your IAAP membership with them and let them know how you're involved. Those benefits include:

- A plethora of resources for a minimal cost with access to current business research, publications, study materials, certification programs and more.
- World-wide networking opportunities and support of fellow members for advice and directions can save time and money.
- Effective leadership training from IAAP participation builds confidence and teamwork skills.
- IAAP members are professional front-line ambassadors for the company who are better prepared to tackle work-related challenges.

Don't miss the opportunity to showcase your membership in IAAP and thank them for their support of your professional development. Or feel free to invite a co-worker and their executive to attend for the presentation on Building Upward with Teamwork and to learn firsthand about IAAP.

I'd like to thank Eloise and Mary for a job well done at last month's Guest Night. I truly appreciate their willingness to talk about the benefits of IAAP membership at the event. I've followed up with our guests for the evening and hope they visit us again in the coming months.

APD Committee Sandra Singer

Please let me know if you would be interested in being on the APD Committee. We will be having our first meeting in October and I would like to include you in that meeting. We will be having the event at the Blair Center at Westfield again and will need to get started on the event plans. Please email me at ssinger2282@gmail.com if interested in being on the committee. Thank you.

Civic & Social Cindy Tyran

Time to clean out the closets. I am planning on having a special night at my house where we can "shop" first before donating the clothes. Anything we make from our shopping spree will be donated to the shelter, too, along with the clothes. Stay tuned for a date.

Historian Sandi Singer

If anyone took pictures at the first Buehler's Hot Dog Sale and/or the Summer Cookout at Alice Kanta's house please send them to me at: ssinger2282@gmail.com

Certification Committee Diane Sullivan CPS/CAP

Are you certified? The next Certification Exam will be in November. The deadline for this exam has passed; however, the next certification exam will be held on May 5, 2012 and the deadline for registration is less than five (5) months away in February 2012. Be sure to contact any of the Medina County Chapter members with the CPS and/or CAP designation if you are interested or have questions about certification. In this economy it is more important than ever to take charge of your professional career.

The IAAP Website states: "IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the CAP rating. We will also offer a specialty in Organizational Management, the OM."

Do you need Recertification Points? Attend our monthly meetings to get easy and free recertification points! Our program committee works hard to give you the most value from our speakers.

See the International Website for information on the Fall Certification Conference Oct. 9-12, San Diego.

Take charge of your professional education this year - make the Leap to Remarkable - become certified!

Programs Committee Eloise Stanton CAP

Hope to see you October 11th for our 3rd Administrative Professionals Skill Series for the 2011-12 year - Starting at 6:00 pm at the Medina County University Center, hope to see you and your Executive October 11th!

Our topic: "Building Upward With Teamwork"

Presented by Kevin Speight with more than 20 years of progressive leadership experience. Kevin is currently Director of Corporate and Academic Development for the Akron Chapter of the Institute of Management Accountants.

Fostering teamwork is creating a work culture that values collaboration. With commitment and appreciation for value, you can create an overall sense of teamwork in your organization.

Learn how to create a powerful team and build it for success using proven strategies.

It's also Executive Appreciation Night; invite your Executive to this wonderful event.

RSVP to Christine Warner:
christinewarner@westfieldgrp.com

Note the address location for our meeting:

Medina County University Center,

6300 Technology Lane

Medina, Ohio



Don't forget to show your Executive and our Guests our Chapter 2010-2011 Book.

Website Committee Pieri Levandofsky

The 2011-2012 Program Brochure is now on the website: www.iaap-medinacounty.org

Show your co-workers all the great programs our chapter will be offering throughout the year. Don't forget to visit us at [IAAP Medina Chapter Facebook](#)

.If you have any suggestions for website content, feel free to email them to me at: Jpsky2728@aol.com

Please remember our **Chapter Sponsor** when your Company needs office products!

Visit their website at: www.friendsoffice.com



Tech Corner Submitted by Pieri Levandofsky

This website: <http://www.copypastecharacter.com> contains common characters /symbols we use.

- ✓ Open the website
 - ✓ Left click on the character you wish to use (this will copy it to the clipboard).
 - ✓ Open up a document
 - ✓ Paste it using the PASTE command or keyboard shortcut **CTRL + V**
 - ✓ Favorite place the website!
- Note:** It can also be used in emails!

Save the Date

Saturday, November 5

9:00 am - 11:30 am

Microsoft Office 2010 Class

At the Medina County University Center

Scholarship Fundraiser -Details to follow!

Important Dates

Fall Conference October 9-12, 2011 - Sheraton San Diego Hotel & Marina, San Diego, CA

Medina Chapter Administrative Professionals Day Event April 25, 2012 - Westfield Center

Northeast Ohio Local Area Meeting March 24, 2012 - Hosted by Indian Trails Chapter

Ohio Division Annual Meeting June 22-24, 2012 - Cincinnati, OH

North America Spring Conference March 4-7, 2012- Las Vegas, NV

Ohio Division Statewide Local Area Network (SWLAN) - March 31, 2012 - Quest Business Center, Columbus, OH

Educational Forum and Annual Meeting (EFAM) - July 22-25, 2012 - Gaylord Texan Resort, Grapevine, TX



Birthdays

10/4 Victoria Copley

10/15 Nancy Starner CPS/CAP

10/27 Katie Krosse

Our Chapter in Action



How to get along well with your supervisor

(by Mayo Clinic Staff) - submitted by Christine Warner CPS

No matter where you are on the corporate ladder, it's your advantage to get along well with your supervisor. Many supervisors are easy to work with, but some aren't. Your relationship is probably the most important one you have at work. Why? Having a positive relationship with your supervisor usually means you're more satisfied with the work you do and have less stress.

Your boss can be a key supporter in helping you achieve your long-term career goals. He or she knows your company's goals and knows what the company looks for in future managers and leaders.

You usually can't change your boss' behavior, but you can nurture the quality of the relationship. Here are some tips to keep the relationship positive.

Show respect. Even if your boss hasn't yet won your loyalty, he or she is still entitled to your respect. Your boss is responsible for your work and the work of your colleagues. That can be a significant burden. Try to understand the business from your boss' perspective. Try to treat him or her with the respect the position and the responsibility warrant.

Don't be afraid of your boss. Some supervisors can be intimidating, but remember, your boss needs you. Your performance is often key to the success of your boss.

Do your best. Try to live up to the performance expectations set for your job. In doing your best, you'll gain greater satisfaction from your work, earn your supervisor's trust and help the organization achieve its goals.

Give honest feedback. Your supervisor needs you to be honest and direct, even if it's unpleasant - and you may have valuable information or questions for your supervisor. Of course, temper your honesty with diplomacy. Choose your words wisely and use a gentle tone. Both should promote and contribute to an environment of mutual respect.

Don't try to hide problems. First, try to solve the problem. If you can't and the problem becomes serious, let your supervisor know as soon as possible. Offer solutions and ask for additional recommendations. Ask for help or additional training if you need it. Don't let your boss find out about a problem from someone else.

Break important news fast. If you become seriously ill, need to have surgery or need time off for a family leave, inform your boss as soon as possible. This gives him or her time to cover your absence.

Maintain your boundaries. Remember to keep your business relationships about business. However close you may be with your supervisor, he or she is still the boss, and at times that means making unpopular or difficult decisions.

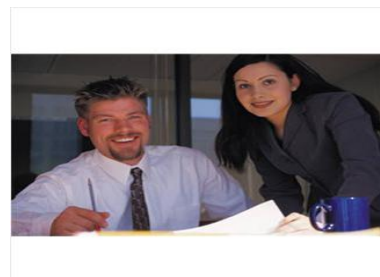
Be positive. When things go wrong, a positive attitude means a lot to people who work with you, including your boss. Communicate with questions or suggestions, rather than complaints. Volunteer suggestions to mitigate the problem, and don't be offended if they're not always implemented.

Manage your anger. Blowing up in front of your manager solves nothing, but demonstrates clearly that you can't control your emotions. This doesn't mean you have to sit and stew when you're angry. But learn how to communicate your anger appropriately. If anger management is difficult for you, sign up for a course to help you deal with it.

Embrace your strengths. Recognize your own talents and nurture them. Seek out tasks that take advantage of your skills.

Face your shortcomings. You can't be skilled in everything you do. Ask your supervisor for advice to help you grow in areas where you're weak. Inquire about training or courses that could help you improve your skills. Take his or her advice and make an honest effort to improve.

Say thanks for recognition. If your boss tells you that you're good at something or have done an excellent job on a project, thank him or her and take it to heart.



Meet our IAAP BOARD OF DIRECTORS



Tamra Goodall,
CPS/CAP
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HLM, AOP
Affiliate Representative
Victoria, Australia
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The RTF needs all of you! Please continue to help share the word about the Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation. This important program provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. Assistance is accessible to all members within the six districts of IAAP.

The next deadline date to submit applications is fast approaching -- November 15th. If you or someone you know needs housing assistance and meets the housing requirements, please go to the RTF web site at www.iaap-rtf.org for more information about the program and to find the application, or contact IAAP Headquarters and ask for the Controller's office for assistance.

THE RTF STANDS READY TO HELP ADMINIS IN NEED!

2011-12 Administrative Professionals Skill Series

Topics In This Series Include:

*Recertification Points will be applied for this program in the series

August 9, 2011

Christine Warner, CPS
Executive Assistant
Westfield Insurance

Nancy Stamer, CPS/CAP
Executive Secretary
Westfield Insurance

***Leveraging Your Talents to Lead**

Every day of our lives, in some way or another, we experience the opportunity to lead or to follow. In order for each of us to be successful in our professional and personal lives, it is essential that we are able to recognize the qualities of a good leader to be an active contributing member of the team, and to know when to lead and when to follow.

September 13, 2011 - Guest Night

Held at Medina County University Center, 6300 Technology Lane, Medina

Ray Buck, Computer Support Specialist from MCUC

***Business Technologies: From Sharepoint to Painpoints**

The presentation will focus on a variety business technologies and their impact on our professions and budget. We will also demonstrate a variety of technologies including the webinar, sharepoint, videoconferencing, distance learning and springboard.

October 11, 2011 - 4th Annual Executive Night

Held at Medina County University Center, 6300 Technology Lane, Medina

Kevin Speight
Director of Corporate and Academic Development
Institute of Management Accountants, Akron Chapter

***Building Upward with Teamwork**

Fostering teamwork is creating a work culture that values collaboration. With commitment and appreciation for the value, you can create an overall sense of teamwork in your organization.

November 8, 2011—Medina County Chapter 10th Anniversary

Pam Brooks
Friends Business Source

***Shift Your Office Position**

Pick up some great tips to stay safe, healthy and productive at work. Learn how to avoid long term aches and pains by putting into place some good ergonomic practices.

December 13, 2011

Holiday Social at Santo Suosso's Restaurant
Private room reserved

January 10, 2012

Andrea Lawver
Office Team

***Time Management**

At home or in the office, we all strive to do one thing, save time. Get great tips and advise on how to save and manage your time.

February 14, 2012

Dive Into the Chocolate Fountain

Feast on our chocolate fountain along with treats (in honor of Valentine's Day!). The fountain has been sponsored by Mighty Auto Pro in Medina! In addition, table games and great networking opportunities will abound. Join in for a fun evening!

March 13, 2012

Rick Medla
Esselte Corporation

***Spring Board From To Do...To Done**

Make all those tasks you want to accomplish in a given day into real, actionable items or things you can just get rid of. Everything you keep has a clear reason for being in your life at any given moment—both now and well into the future. This gives you an amazing kind of confidence that nothing gets lost and you always understand what's on or off your plate.

April 10, 2012

Pieri Levandofsky
PC Computing LLC

***Destined to Design in Microsoft Publisher**

Create newsletters, flyers, brochures using templates and learn how to customize them to suit your needs. Publisher tools help you modify the layout and structure as well as edit content and format graphics.

May 8, 2012

Deborah Sukey, CAP
Cleveland Clinic: Lakewood Hospital

***Bridging the Gap: Working with Supervisors Offsite**

Bonding with your supervisor isn't always a snap and what can make the bonding process even more difficult is if you and your boss work in separate locations or time zones. With some bonding tactics, it is possible to create a high-functioning and enjoyable long-distance working relationship.