

ADMINISTRATIVE RESOURCE

Monthly Newsletter of the Medina County Chapter IAAP

January 2011

President's Message

Fa, la, la, la, la... Is your fa la la merry and jolly? Or is it dragging? It all will depend when you are reading this newsletter I suppose. Right now mine is in a flutter with hustle and bustle all about – but I am having fun! The holidays can be enjoyable and they can be overwhelming. I hope your's will turn out just right. If you are making resolutions for the upcoming year, consider recommitting to our Passion & Purpose theme and what it means in your own personal life.

We enjoyed a great evening at Santosuossos on December 14. We had great people, great food, and great service. It was a very nice way to enjoy time off and relax in the company of our Medina County Chapter members. I heard many comments from others who felt the same way.

We are gearing up for the second half of the year. First of all we are hosting the NEOLAN (Northeast Ohio Local Area Network) meeting on January 8 at the Medina County University Center. Afterwards there will be a lunch offered (\$5) and then a PowerPoint workshop (\$20 for IAAP members). Have you signed up yet? If not, please contact Deborah Sukey, CAP for more information. It is a great way to begin the new year with education and professional development at a very reasonable price. It is a great gift to yourself!

Our next business meeting is January 11. Our program will be "Change Your Channel: A Change Management Process." Amy Davin will be our presenter and she is an Employee Services Leader at Westfield Insurance. A recertification point has been awarded for this program. Please mark your calendars and plan to attend. Please remember to bring your passports for stamping any progress.

Please begin to think about programs for the 2011-2012 year. We will have a suggestion box available at our business meetings for your input. We will be forming a brainstorming group again as we did last year and putting our heads together to provide our members with educational meetings. An invite is extended to all members to join those sessions. Please look in next month's newsletter for more information.

Peeking ahead into February is our member recruitment meeting. Please consider bringing a guest to our meeting and think about who you would like to invite. Who do you think could benefit from being involved in a professional, international organization that offers education, professional development, networking and community building?

I hope this season is filled with your days being "merry and bright." Happy New Year to you and your families.

Best regards, Nancy

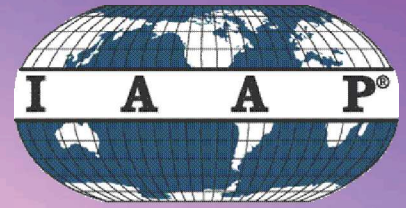
Stress in the Workplace: Don't Let it Snowball-Quick Tip

Ever have one of those? You know, the "snowball" kind of day, when everything keeps going downhill and your troubles just get bigger and bigger? The more stressed out you get, the more things go wrong. It's a vicious cycle. Stress is a part of life, so what can you do? We all know that our attitude towards a situation is what can make it stressful. That's great information to have for the long term, but sometimes you just need a quick fix..something that can put your day back on track. For everyday life, here are a few ideas for you to try:

1. Look for the humor in the situation. Don't know how? Imagine the difficult person you are dealing with is wearing a diaper. Or, imagine the chaos around you is actually a part of a TV sitcom and you're the star.
2. Listen to a song that makes you happy. Nothing makes this writer smile quicker than hearing "Cherry, Cherry" by Neil Diamond. No matter what's going on, if I hear that song, I'm compelled to smile. Try being stressed out and smiling. It just doesn't work. Keep your "Smile" song on your computer or mp3 player for emergencies.
3. Keep a notebook and pen in your desk drawer or the glove box of your car. When you are having a bad day, quickly write down 20 things that you are grateful for. It's impossible to be negative when you are focused on the things that are going right for you.



www.confidencecenter.com



International Association of
Administrative Professionals®

Medina County Chapter Mission Statement

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

Visit us at
www.iaap-medinacounty.org

IAAP Headquarters
www.iaap-hq.org

Ohio Division IAAP
www.iaap-ohio.org

Included in This Issue...

- Committee Reports
- Feb. 2011 Guest Night / Member Recruitment Mtg.
- Certification Feature
- Adminology Article
- Charitable Events Corner
- January 8 Educational Seminar Flyer
- Admin Prof Day Event Flyer

PASSION &
PURPOSE
MEDINA COUNTY CHAPTER

2010-2011 Chapter Officers

President-Nancy Starner, CPS/CAP
Vice President-Pieri Levandofsky
Secretary-Denise McCall
Treasurer-Shelley Brown

Hope to see you at the January 11 event
when we continue our Administrative Professionals Skill Series for the 2010-11 year.

Let's welcome our guest presenter...
Amy Davin, Employee Services Leader from Westfield Insurance

for

Change Your Channel: A Change Management Process

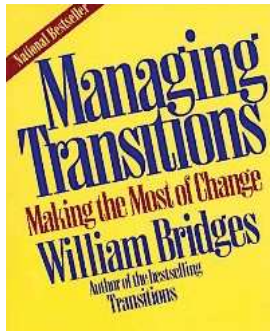
Have you ever heard the phrase "Change is the only constant"? Hearing it can be enlightening. Trying to work/live productively with it is quite another. Please join us in this new year on Tuesday, January 11th as we welcome Amy Davin, Employee Services Leader from Westfield Insurance as she provides us with 11 ways to work and thrive in our "ever changing constant". There will be opportunities for discussion and sharing of experiences and advice. You will receive one recertification point from this presentation.

Amy Davin has been in Human Resources for more than 20 years and has spent time in Recruiting, Leadership Development, Employee Relations, and Organizational Development.

Hop on board; we leave promptly at 6:00pm!



Going along with this month's program on change management, here's a helpful resource:



Managing Transitions:
Making the Most of Change
by
William Bridges

Business consultant William Bridges attacks an area of managing change that many not only avoid, but also do not even recognize--the human side of change. We must face the fact that for a change to occur, people must own it. Unless people go through the inner process of transition, they will not develop the new behavior and attitudes the change requires.

Bridges presents the reader with a simple three-phase transition model that eliminates much of the mystery surrounding the human side of change. He then provides would-be change agents with a series of checklists that serve as a road map for managing transitions in the real world.



The Certification and Education committee is pleased to host Advanced PowerPoint Skills 2007.

This highly interactive workshop provides tips and shortcuts to efficiently navigate PowerPoint creating effective presentations needed for today's office environment. Skills learned include how to use Motion Path Animation, insert tables, charts, SmartArt Graphics and importing/exporting an outline from Microsoft Word.

Don't miss this opportunity to learn from business owner, IAAP chapter member and Vice President Pieri Levandofsky, PC Computing. Treat yourself to the gift of education. Class size is limited, don't miss out. Complete your registration today located on page 8 (IAAP approved for recertification points).

Committee Reports

Certification and Education

[Stimulate interest/encourage participation in IAAP Certification Programs]

I am happy to share this month much anticipated certification news has arrived for members considering testing after May 2011. The new CAP examination reviews eight outline categories including Communication, Organization and Planning, Information Distribution, Records Management, Physical and Information Resources, Document Production, Financial Functions and Human Resources. Candidates pursuing CAP-OM will test additionally in Organizational Planning, Advanced Communication, Advanced Administration and Team Skills.

As members of IAAP we commit to life-long professional development learning. On Saturday, January 8 the chapter hosts a 2007 Advanced PowerPoint skills. The 2-hour workshop held at the University Center with a discounted fee to all IAAP members of \$20 begins at 12:30 pm. A box lunch is available for a nominal fee of \$5.00. Visit our chapter website to register for both the lunch and PowerPoint workshop. (Instructor Pieri Levandofsky)

Considering certification it is not too late to join the chapter study group on Thursday, January 5. Members attending will review Part 1 – Office Technology. The group meets monthly on the first Thursday at Panera's in Medina beginning at 5:45 pm unless otherwise noted. Deadline to submit your application for the May 6 & 7, 2011 examination is February 15, 2011.

Wishing everyone a joyous holiday season and a prosperous New Year!

-Deborah Sukey, CAP

Ways & Means [Responsible for all chapter fundraising activities]

THANK YOU to all who participated in the Borders Gift Wrapping event! The networking opportunities were endless, plus we had a lot of fun! This is another way to mingle with the community and let Medina County know that IAAP exists! In addition to networking, we raised \$181.63 for our treasury! We will definitely be gift wrapping at Borders next year!

Please continue saving Acme receipts until February 28. We do have over \$2,000 in receipts at this point so we have met the minimum to participate in the rebate program. However, the more we have, the more we'll be able to earn. Toner and ink jet cartridges are collected throughout the year.

Michelle Hume and I will be investigating more ways to bring funds into the chapter, so stay tuned!

Wishing all of you a wonderful 2011.

-Deb Friedrichsen, CPS/CAP

REMINDER:

Our chapter is hosting the Northeast Ohio Local Area Network (NEOLAN) Meeting with other local chapters on Saturday, January 8, 2011 from 10 a.m.-12 p.m.

Thanks to our chapter sponsor, Pam Brooks from Friends Business Source, who will be providing the breakfast items for this meeting.

Hope to see you there!

Membership & Hospitality

[Direct all activities involved with recruiting & retaining members]

Coming in February: Guest Night! We ask that you plan now who you will bring to the meeting and give the Membership Committee your guest's email address as soon as possible.

Medina County Chapter welcomes new member Martha Dean and transfer member Cindy Tyran. Please introduce yourself to Martha and Cindy and get to know them as new members of our MCC community.

Martha Dean



Martha is the Receptionist at DDi Cleveland Corp. in Cuyahoga Falls. She assists Human Resources with guests, mailings, and financial packages, and serves as the company switchboard operator.

Martha holds a BA in Education from Baldwin-Wallace College and a degree in Secretarial Studies from Katharine Gibbs Secretarial School.

Martha resides in Wadsworth with her two Cairn Terriers, Hamish and Emma. You would recognize a Cairn Terrier as Toto, Dorothy's dog from the Wizard of Oz. Martha has a passion for collecting clocks, attending horse shows and, being a native of New Jersey, adores the ocean. She has traveled to Prince Edward Island, Nova Scotia and Bermuda, but would love see more of the good old USA. She has three children, all married, and three grandchildren who, she says, keeps her very young! Welcome, Martha.

Cindy Tyran



Cindy is Secretary/Receptionist for Name Controls, Inc. of Medina. Her duties include customer service, sales orders, packing slips, daily report, and keeping her guys on task.

Cindy has been married for 30 years to the most awesome person. They are owned by a cat named Winston who allows them to live with him. They are very proud of their three children, two sons and a daughter, and especially their son Aaron, who served 4 years in the Marines, as well as 2 years with Blackwater Security. Cindy grew up in Lewiston, NY, a small town near Niagara Falls, but also lived in Florida, and several Northeastern Ohio cities before finally arriving in Medina with three horses included. Cindy enjoys reading, working out, and spending time with her husband. Her favorite vacation trip was to Cancun, Mexico.

As a transfer member from the former Metro West Chapter, Cindy shared that her experience with IAAP has taught her to have confidence in herself on the job. She is currently using that confidence to show her employer how she is an asset to him and his company and should be hired on a permanent basis. Welcome, Cindy.

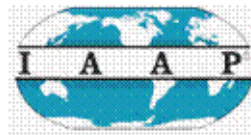
What's the count? 34 members. We began the IAAP year July 1 with 39 members.

New Year's Resolution: "I resolve to set aside the second Tuesday evening of each month in 2011 to attend Medina County Chapter meetings."

-Helen Angell, CPS/CAP - Chair
Elaine Frankowski
Debbie Witsaman

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International Association
of
Administrative Professionals



Medina County Chapter International Association of Administrative Professionals



Invites you to be our guest

Tuesday, February 8, 2011
Medina County Library
210 South Broadway
Medina, Ohio 44256

Unmask Your Potential

This program, based on concepts of the 2007 book *Go Put Your Strengths to Work: 6 Powerful Steps to Achieve Outstanding Performance* by Marcus Buckingham, will teach participants how to take control of their lives to create success, high performance and fulfillment in their work lives. This session will be all about taking off your mask and showing the world who you truly are! Presented by Kristen Francis, Performance & Development Consultant, Westfield Insurance.

Guests will also have an opportunity to hear what IAAP is all about and how the organization can help you unmask your potential through networking, education, certification, and career development.

5:45 p.m. Networking

6:00 p.m. Program

To RSVP, please email helenangell@westfieldgrp.com or contact Helen Angell, CPS/CAP at 330.887.0206 with any questions.

Visit our website at www.iaap-medinacounty.org.





“When you are faced with a decision that you can’t decide
Just pick up a coin, and give it a ride.

It’s not just by some chance you will find the answer
and it’s not a decision you will try to transfer.

Because as that coin is in the air swishing,
You’ll suddenly know what it is you are wishing.”

-- Rob Summer and Jeff Isaac

Are you a quick-to-act person? Or do you take weeks waffling about a decision? Have you ever wished you had requested or sought more information before you made a decision? Can you think of a situation where you had to hurriedly make a decision? I don’t believe I have ever come across a person or subject matter expert who can teach us about making good decisions. Most of us make the best decision at the time based on the information or knowledge we have. There are no guarantees as to outcomes.

An Adminologist will go a few steps further than the ordinary administrative assistants. An Adminologist will:

- gather as much information as possible
- discuss options with others
- weigh the pros and cons
- stop and think through the possible outcomes
- consider the domino effect of the decision
- take great care and consideration to the people who will be affected by the decision

Some people make decisions based on their gut, intuition, or sensitivity; others make decisions based on rules, analysis, and reason. Do you favor one over the other? If so, when does this work well for you and when does it not work well?

Remember that the magic formula for Adminology is ART + SCIENCE = SUCCESS! Therefore, an Adminologist will want to see situations and events from both the sides. The Art side would be described as intuition, sensitivity, motivations, desire, relationships and gut-feel. The SCIENCE side would be described as reason, rules, procedures, control, analysis, requirements and order.

Of course you are not going to stop every time throughout the day and weigh both. It isn’t humanly possible unless you only have 5 things to do all day. You will especially want to consider both Art and Science when working on events, projects or situations that can have a great impact on you, others, your work, department or organization.

Creativity will be the “icing on the cake” for the Adminologist. I’d like to end with an excerpt from Dr. Edward de Bono, creativity educator.

“As competition intensifies, so does the need for creative thinking. It is no longer enough to do the same thing better. It is no longer enough to be efficient and solve problems. Far more is needed. Business needs creativity both on the strategic level and on the front line to make the shift that competitive business demands from administration to true entrepreneurship.”

Joan Burge
Adminology.com

2010-2011 Medina County Chapter Meetings and Events

Mark your calendars for chapter meetings on the second Tuesday of each month at the Medina County District Library – 6:00 PM (unless otherwise noted)

- January 8 Northeast Ohio Local Area Network (NEOLAN) Meeting from 10 a.m.-12 p.m. at Medina County University Center, 6300 Technology Lane, Medina followed by a networking lunch (\$5) and a 2007 Power Point Workshop (\$20) at 12:30 p.m.
- January 11 Chapter Meeting (6:00 p.m.) at Medina Co. District Library, 210 S. Broadway, Medina
- January 18 Chapter Board Meeting (5:45 p.m.) in Room 3A at Medina Co. District Library, 210 S. Broadway, Medina

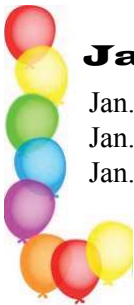
Ohio Division Annual Meeting (ODAM)
June 24-26, 2011 - Bertram Conference Center, Aurora, OH
Hosted by Indian Trails and North Coast Chapters

International Education Forum and Annual Meeting (EFAM)
July 24-27, 2011 – Montreal Convention Center, Montreal, Quebec
July 22-25, 2012 - Gaylord Texan Resort, Grapevine, TX
July 28-31, 2013 - Anaheim Convention Center, Anaheim, CA

Official business meeting of IAAP ~ 1-1/2 days of educational seminars and opportunities, See the latest and greatest in office technology and supplies

Spring Conference March 7-9, 2011 - Hyatt Regency, Tampa, FL
Fall Conference Oct. 9-12, 2011 - Sheraton Hotel & Marina, San Diego, CA

Certification Exams
May 6 & 7, 2011 - Deadline is February 15, 2011
November 4 & 5, 2011 – Deadline is August 15, 2011
Don't forget to recertify every five years (from the date of your test)



January Birthdays

- Jan. 5 Alice Kanta, CAP
- Jan. 14 Sharon Purvis
- Jan. 31 Shelley Mack, CPS/CAP



January Anniversaries

- 2004 Shelley Mack, CPS/CAP



The race is on!



Thank you for each box top you have already submitted!! These are a great encouragement to our officers and me! I will provide a count in the next newsletter.

In 2011, Avery Dennison will give two \$2,000 checks and two \$500 checks to IAAP chapters who save the most Box Tops for Education by chapter size. We want to be one of the chapters that receive the \$2,000 check. We have the ability to do this!

We do not know how many Box Tops it will take to win – because this is the first year Avery implemented this contest. Other chapters do not know the magic number either! My goal is 2,000 box tops. We do know that we are a professional service organization with dedicated members who always go the extra mile! This is easy and free!

Will you join me in saving the Box Tops – and go the extra mile to ask family, friends and neighbors to join in our quest? The board has not decided what we will do with the \$2,000. Avery's only stipulation is to put it toward an educational program. We have options! We might use this check as seed money to hire a nationally known speaker and charge attendees enough to bring in even more to the treasury. We might use it for a future APD event. We might use it to put on a technology extravaganza. Who knows? The opportunities are endless – and it all begins with YOU. Every box top counts – please spread the word and keep turning in the box tops!

Diane Sullivan, CPS/CAP, 2011 Box Top Coordinator

Charitable Events Corner



Friends of Medina County Home which provides custodial care living for men and women of all ages



Friends of Medina County Home is a non-profit organization whose mission is to provide financial aid to the Home's residents for items not available through normal operating budget.

Like many of us, the staff and residents of the Medina County Home have a "wish list". It is the goal of the Friends to make those "wishes" come true and your support can help them make that happen.

Go to www.co.medina.oh.us/countyhome/friends.htm for an informational brochure. Being a Friend is easy. Tell them how you would like to help, whether it be baking for an event, selling tickets, accompanying residents on a field trip or donating items for our benefit garage sale.

Visit our corporate sponsor for your office supply needs.



Everything for people@work. You name it, Friends has it. From the wide array of products that replenish your supplies to the knowledgeable people who keep the process in full swing, Friends brings it all together in one complete package. It's superstore prices with the convenience of a local company that knows how to deliver.

We are a dynamic network of professionals committed to one common goal...Total Customer Excellence!

4199 Kinross Lakes Pwky.
Richfield, OH 44286
www.friendsoffice.com

Please submit any articles or information for the newsletter by the 4th Tuesday of each month to Christine Warner, CPS.

THANK YOU!

The gifts that I received at our Holiday Social were truly over the top! I look forward to using my Bullie's Real BBQ gift certificate, and if you have not been there yet, you need to stop in. They have a great menu and great food. The pork is my favorite and it is delicious no matter whether you order the ribs or the pulled pork.

I also thank you for my lighted purple glass gift box to match our Passion & Purpose theme! I have lit it each evening and it is so pretty. There were so many various other goodies inside my gift bag including holiday socks and towel, guest soaps, travel food jar, hand lotion, travel and first aid kit, and all were appreciated.

Thank you for making my Christmas special. I enjoyed our evening together at the Holiday Social and it was nice to sit and chat. I look forward to the next half of the year and working with all of you to make our chapter full of passion and purpose.

Best regards,
Nancy Starner, CPS/CAP

WHAT SKILL SETS WILL BE MOST NEEDED IN THE EVOLVING WORKPLACE?



According to *Office of the Future: 2020* published by Office Team who consulted workplace experts, new skills and responsibilities for administrative professionals to advance in their careers will include business-focused training that emphasizes negotiation, delegation, budgeting, supervision, planning, library science (organizing and storing data), desktop publishing, and electronic communications.

Those most successful will also possess knowledge of business management principles, technical aptitude, sophisticated interpersonal skills and intuitive understanding of the needs of the organization.

E-mail your vote to christinewarner@westfieldgrp.com of what area would be most helpful for you to develop and you'll earn an extra stamp in your passport on your journey of professional excellence.

Look for a suggestion box to be available at our future chapter meetings for your input about educational programs, ways & means projects, or any other areas of focus. Your feedback is most appreciated.

The right angle to approach a difficult problem is the "try-angle".



PC Computing, LLC
Offering Technology Support & Solutions
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2007 Advanced PowerPoint Skills



SATURDAY, JANUARY 8, 2011
12:30—2: 30 PM

Medina County University Center
6300 Technology Lane, Medina, OH 44256

Hands on training, instructor led, interactive session, immediately follows NEOLAN meeting

REGISTRATION (NO REFUNDS)

\$20 PowerPoint Workshop \$5 Lunch & Networking

Name : _____ CPS/CAP CAP

E-mal: _____

Payable to:

IAAP Medina County Chapter

Deborah Sukey, CAP

Lakewood Hospital

14519 Detroit Avenue · Lakewood, OH 44107

In case of inclement weather class will be rescheduled

Don't get shut out!
Public registration
begins
November 29, 2010.
Final registration
deadline,
December 28, 2010



International Association of
Administrative Professionals®
Medina County Chapter



Administrative Professionals Day®
Medina County Chapter
Wednesday, April 27, 2011
Blair Center
Westfield Group
One Park Circle
Westfield, Ohio 44251
Norbert "Nobby" Lewandowski
presents
Leadership, Integrity and Success
Doors Open 4:30 pm Dinner at 6:30pm



- I am a member of the Medina County Chapter and will be attending. (\$13.00)
- I am not a member of the Medina County Chapter of IAAP and will be attending (\$16.00)
- I am unable to attend. Please send me information about the Medina County Chapter of IAAP.

Name _____ CPS CAP

Company _____

Address _____

City, State _____

Zip _____

Telephone _____

E-Mail _____

Please make checks payable to: Medina County Chapter of IAAP
Please mail this form with your check by April 6, 2011 to:

Kathy Tabor
Medina Hospital
1000 East Washington Street
Medina, Ohio, 44256

Email: Ktabor@ccf.org

Event Chair: Jan Schreiber
330 722-3447