

# ADMINISTRATIVE RESOURCE

Monthly Newsletter of the Medina County Chapter IAAP

## June 2011

### President's Message

The rain continues to fall and storms along with it. Working in the claims department of an insurance company gives you an in-depth perspective on the devastation these storms bring. Our claims team packs up and descends upon the area to roll up their sleeves and hopefully settle claims on the spot.

Speaking about rolling up our sleeves, this is the time to get involved in helping out our Medina County Chapter. We have all heard the saying, "many hands make light work." Our chapter could always use a few more hands and share the "load."

We have gained so much from this vibrant chapter with all the wonderful things we do. Let's consider what we have accomplished this past year:

- Designed an opportunity for members to create a personal development journey and chart their progress with a passport.
- Began this journey with an international dinner and followed up with social time and miniature golf.
- Developed programs at meetings that were captured in an administrative skill series which enabled us to receive relevant information and recertification points.
- Communicated through our monthly Administrative Resource Newsletter, our own website, and weekly Spotlights.
- Offered two team-building events facilitated by one of our own members.
- Provided a study group for members seeking certification. Four of our members passed the exam in November.
- Followed through with members by emails and mentoring, hosting Guest Night/Recruitment meeting, and new member orientation.
- Obtained funds through selling hot dogs, wrapping books, collecting toner cartridges and Acme receipts.
- Offered a scholarship to a local graduating high school student.
- Enjoyed a wonderful December Holiday Social.

- Created an APD event that was enjoyed by our members and guests, surrounded by vendors with door prizes, and an inspirational speaker in an attractive setting – incredible!
- Held another Executive Night to recognize Boss's Day and those we work with every day.
- Reached out to our community by volunteering at Special Olympics, stuffing the bus, designing a bra for the Bra-zeere event, collecting money for MDA, RTF, and Cornerstone Wellness.
- Updated our Bylaws and Strategic Plan.
- Captured memories with photos taken throughout the year and publicized our meetings and events in various venues.
- Collected box tops for Overlook Elementary School and for an opportunity to win an award.

Our chapter has traveled a productive journey, and it is because of the members' involvement that this occurred. When I reflect back to all that we have accomplished, it is simply amazing. The talents and leadership skills of our members are evident in all of the items listed above.

We will be celebrating together our Passion and Purpose year at the June 14 meeting. Daphne Milan, Ohio Division Vice President, will have the honor of installing our 2011-2012 Board Officers during the meeting.

In closing, it has been a privilege to hold the office of president and I thank you, the members, for your commitment and dedication to the goals of the chapter. I appreciate your attendance at meetings and your support and involvement. For those that are unable to attend meetings, thank you for your support by paying your dues that helps our chapter. I am proud to belong to the Medina County Chapter and hope you are too.

I look forward to seeing you on our final stop of this year's journey and to begin our new year as well!

Best regards,

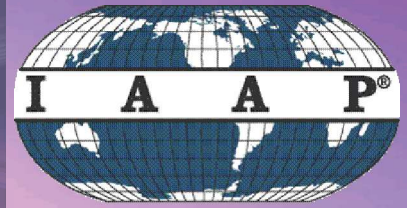
Nancy

### Stress: Venting - Productive or Not? Quick Tip

Stressful situations are part of life. It's how you deal with stress that matters. Stress leads many to anger and inappropriate solutions. Think venting is helpful? Think again. It is a common misconception that 'getting it off your chest' is good for you - and it certainly feels good to do so. Who hasn't felt better after screaming into a pillow or punching a bag to let off steam?

However, studies have shown that those who refrain from venting are better off. Venting not only keeps the anger alive, it also spreads it. Next time you find yourself angry, take a few moments to cool down. Then discuss your real issues, calmly, with someone who can actually help you sort out your feelings and deal with the situation productively.

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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](http://www.iaap-medinacounty.org)

IAAP Headquarters  
[www.iaap-hq.org](http://www.iaap-hq.org)

Ohio Division IAAP  
[www.iaap-ohio.org](http://www.iaap-ohio.org)

### Included in This Issue...

- Committee Reports
- Certification Feature
- Office Team article
- Charitable Events Corner
- Ohio Division Annual Mtg. (ODAM) information

PASSION &  
PURPOSE  
MEDINA COUNTY CHAPTER

### 2010-2011 Chapter Officers

President-Nancy Starner, CPS/CAP

Vice President-Pieri Levandofsky

Secretary-Shelley Mack, CPS/CAP

Treasurer-Shelley Brown



### “Coming Back to Port”

Please join us on Tuesday, June 14, 2011 as we seek our final destination on this year’s journey coming back to port to celebrate with food, fun, good memories, and good times among all our shipmates!

There is no speaker this evening, but we’ll have installation of officers with Ohio Division Vice President Daphne Milan in attendance to do our installation.

Contribution of refreshments in the form of whatever dish/dessert/treat you’d like to share would be greatly appreciated, but please don’t feel it necessary, just come and have fun!

Email me please if you are contributing: [estanton@zoominternet.net](mailto:estanton@zoominternet.net).

Our Chapter will also be making a contribution to Cornerstone Wellness/Feeding Medina County so kindly remember donation \$\$\$ if you wish to do so.

I do hope you’ll join us on June 14th as we celebrate coming back to port!

-Eloise Stanton, CAP  
Programs Chair



Make the most of your membership, log onto [www.iaap-hq.org](http://www.iaap-hq.org) for educational offerings. IAAP and two educational partners are offering onsite, webinars and audio conferences on a variety of topics. If you’re looking for training, check these out.

#### Webinars

June 1 - Creating Excellent PowerPoint for Others

#### Audio Conferences from The Office Professional

June 2 - The Amazing Assistant

July 13 - Managing Conflict in the Workplace

July 20 - Introduction to Minute Taking

#### Free Podcasts

Be sure to check the IAAP website for free podcasts.

Buehler’s Patio Sale



May 28, 2011



# Committee Reports

## Certification and Education

[Stimulate interest/encourage participation in IAAP Certification Programs]

This past year has been one of much accomplishment. We began the year by hosting a certification informational night for members seeking to find out more on professional certification. Nine members attended. Six of the nine pursued mentoring, and one member chose to study on their own.

We anxiously awaited the fall results with 4 of our members (Mary Conway, CAP, Kristen Evans, CPS/CAP, Betsy Lehky, CPS/CAP and Eloise Stanton, CAP) and do the same with 2 of our members (Martha Dean and Cynthia Tyran) who tested just 4 weeks ago. One of our members (Shelley Mack, CPS/CAP) successfully obtained re-certification. Many chapter leaders will celebrate in these proud moments as members of our chapter are recognized for their accomplishments at the Ohio Division Annual Meeting, June 24-26.

We had one member attend the IAAP Fall Conference in Louisville, KY and held two chapter educational programs outside of our monthly meeting (January – Advanced PowerPoint 2007 and April – Administrative Professional's Day). With the help of our newsletter editor, we introduced a monthly certification feature promoting additional educational opportunities including information shared by Shelley Mack, CPS/CAP from the Fall Conference.

We have much to be proud as members of a professional organization and as a chapter. As we begin a new year, take a few moments to celebrate all that you have learned and personally achieved.

-Deborah Sukey, CAP

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## Ways & Means

[Responsible for fundraising activities of the chapter]

Thank you to all the members who helped with the Buehler's Patio Sale on Saturday, May 28 in Wadsworth: Nancy Starner, Jan Zartman, Pieri Levandofsky, Martha Dean, Diane Sullivan and Christine Warner. Appreciate their taking the time to assist; this continues to be a great opportunity for networking and getting our name out in the community.

We have also been selected for a patio sale on August 27 at Buehler's Fox Meadows. We're still looking for one more volunteer in the afternoon. If anyone might be able to help from 1:30-4:30 p.m. that Saturday, please let me know.

After organizing the toner & ink cartridges I have in storage, it looks like we'll have \$150 in refunds. I will get them shipped and advise when a check has been received. Thank you for continuing to bring in these cartridges to benefit the chapter.

-Deb Friedrichsen, CPS/CAP

## Membership & Hospitality

[Direct all activities involved with recruiting & retaining members]

We have been missing a significant number of members at our Chapter meetings recently. Please review the attendance sheet when you sign in June 12, and make an effort to contact a member who has been absent. The Membership Committee has been contacting these members throughout the year, but perhaps hearing from you personally may make a difference.

How many members read the May newsletter and learned some things about Nancy Starner, CPS/CAP that you didn't know? Thank you, Nancy for volunteering to be in the Member Spotlight. Who will be next? Send me an email with some information about YOU and your employer. See below for some hints to help you get started. I'll be contacting members individually if there are no volunteers! Whether you've been a member for a long time or not, we are all in the same community, and this helps us get to know our "neighbors" better!

Volunteers needed please, to share a spotlight in the newsletter. Let us know a little bit about your employer, such as what your employer does, how many administrative professionals work there, etc., as well as a personal thumbnail sketch of you: family, pets, bucket list, interesting places you've visited, hobbies, how your IAAP membership has benefited your personal and professional growth. Email your information to [helenangell@westfieldgrp.com](mailto:helenangell@westfieldgrp.com).

Wanted: Membership Committee Chair and committee members for 2011-2012. Ask me for details on what the role requires.

What's the count? 35 members. Sharon Purvis has not renewed her membership. Committee chairs, please remove her name from your email distribution lists. We began the IAAP year July 1 with 39 members.

-Helen Angell, CPS/CAP



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## Summer Workload Heating Up? Tips for Tackling the Projects on Your Plate

For most, summer means sunshine, outdoor activities and, above all, vacation. For others, however, summer might mean larger workloads.

Whether activity at your office increases during the summer months, limited resources have left your team short staffed, or you're filling in for other colleagues, you may find that your to-do list is growing as the weather improves. Here are some tips for managing the extra heat:



- **Get on the same page.** Touch base with your boss to ensure the projects you're working on align with his or her priorities. You may find, for example, that some of the assignments on your plate can be moved to the back burner. At the same time, you can talk to your manager about the resources you need to complete the most pressing tasks.
- **Try teamwork.** Seek input from coworkers on the best course of action when you are confronted with a difficult or unknown situation. Having trouble creating a macro in Excel? Chances are, someone on the team has the experience to help you out, saving you time and frustration.
- **Focus on solutions.** Direct your energy toward situations where you can affect the outcome, and don't spend time fretting about what you cannot control. You may not be able to move a tight deadline, for instance, but you can ask your supervisor to take a project off your plate, at least temporarily, so you can tackle the immediate need.
- **Be prepared.** Use downtime in between projects to prepare for the next spike. Organize your files and determine what resources you might need going forward. This will increase your efficiency and allow you to be more productive.
- **Take a time-out.** It's easy to get overwhelmed by even small setbacks when you're juggling a multitude of tasks. If you're under fire, step back before you react so you can quickly assess the situation and come up with an action plan.

Tight deadlines and large workloads can bring out the best or worst in people. Use the tips above to demonstrate your grace under fire and show your boss you can tackle any challenge that comes your way.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

## Charitable Events Corner



### Special Olympics Medina County

The mission of Special Olympics Ohio is to provide year-round sports training and competition opportunities for children and adults with intellectual disabilities. Through successful experiences in sports, individuals gain confidence and build a positive self-image which carries over into their home, job and community.

Special Olympics of Medina County is hosting the Regional Games at Medina High School on Saturday, June 11, 2011, 8:30 am to 3:30 pm, early volunteers sign in at 8:00 am, at the concession stand.

Eight different County Boards of Developmental Disabilities will be represented: Medina, Cuyahoga, Columbia, Stark, Summit, Lorain, Portage and Lake.

They will be competing in five (5) different events: Bocce Ball, Tennis, Volley Ball, Power lifting, Athletics (Track and Field).

An estimated 350 athletes will be competing and 150-200 volunteers will be helping out.

If you have never volunteered to help at this event, you really should try to come. It is something I go back to year after year, and never come away exhausted.

Please contact Alice Kanta if you can assist.

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

## ATTITUDES

We all have them. Some contribute to our success while others sabotage our journey towards happiness, peace, harmony and joy. When was the last time you conducted a self attitude audit? When was the last time you asked yourself, how are my attitudes shaping my present and future? When was the last time you asked a customer, spouse, employee, supervisor or friend about their feelings about your attitudes?

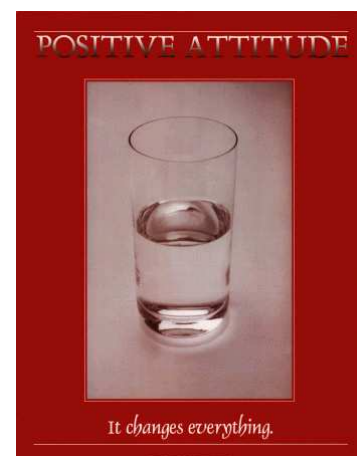
We build our days one attitude at a time. And over time we shape our lives one day at a time. Our destiny is nothing more than the daily accumulation of feelings about ourselves, others, our past, present and future.

Question: Are you aware of how your attitudes are impacting the quality of your life?

Recommended Reading:

*Living Life as a Thank you* by Nina Lesowitz

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*Stay committed to your decisions but stay flexible in your approach.*

*~Tom Robbins*

### 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)

- June 11 Special Olympics community service event, Medina High School
- June 14 **Chapter Meeting and Installation of Officers**, 6:00 p.m. at Medina County District Library, 210 S. Broadway, Medina in the Community Room

#### 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

The Spring Conference is held each March. It is a 2½ day conference held in North America providing opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed enthusiasm and ideas. You will also receive recertification points if you are an active CPS and/or CAP holder. CEU is available as an alternative to recertification points.

#### Fall Conference

Oct. 9-12, 2011 - Sheraton Hotel & Marina, San Diego, CA  
The Fall Conference is held each October in various locations in North America. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder. You can receive CEU as an alternative to recertification points.



#### Certification Exams

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



#### June Birthdays

- 23 Peggy Folk, CAP
- 26 Christine Warner, CPS
- 27 Kristen Evans, CPS/CAP
- 30 Shelley Brown



#### June Anniversaries

- 2005 Betsy Lehky, CPS/CAP
- 2006 Mary Conway, CAP





# PASSION & PURPOSE

OHIO DIVISION ANNUAL MEETING



## June 24-26, 2011

### *See you there!*

**EARLY BIRD REGISTRATION DEADLINE WAS JUNE 1.  
REGISTRATIONS ARE STILL BEING ACCEPTED  
\$20 LATE FEE APPLIES FOR ALL LEVELS**

Bertram Inn, Aurora, Ohio



To make reservations online:

- Visit [www.thebertraminn.com](http://www.thebertraminn.com) and click on the "Reservations" button at the top of the screen.
- Then select "Groups" below the center box. When asked, type in "IAAP" as the attendee login to see rate and room information for the official room block.
- Reservations may also be made by calling the hotel at 1-877-995-0200 and mention that you are with the IAAP Group.
- The hotel rate is \$109 per night plus taxes.

For any additional questions, please contact:

ODAM 2011 Co-Chairs Janis Hittle CPS/CAP at [janis.hittle@davey.com](mailto:janis.hittle@davey.com) or [janhittle@gmail.com](mailto:janhittle@gmail.com), or Sue Zacher, CPS/CAP at [susan\\_zacher@materion.com](mailto:susan_zacher@materion.com).

**Check Area Entertainment and Around the Town Books for Coupons to Paws and The Leopard restaurants in the Bertram Inn.**