



PRESIDENT'S MESSAGE:

The chapter is moving forward through the “Leap to Remarkable” year. The days are moving forward as well. It is hard to believe that soon the holiday season will be upon us. Thanksgiving is just around the corner – whew!

We had a very successful Executive Night on October 11. Many chapter members brought in refreshments, and bosses and another guest were present. Our speaker managed to stump all of us with a project that no matter how hard our small groups tried none of us could figure out how to solve! Later Denise Testa of the Medina County University Center took us on a tour of their facility.

We are gearing up for our 10th anniversary celebration on November 8. It is exciting to think that our chapter is that “old” already! In comparison to other chapters in our state, we are mere infants to their status. Many of them are celebrating 65 years. Our corporate sponsor, Pam Brooks of Friends Business Source, will be presenting *Shift Your Office Position*. We plan to have a cake in honor of our anniversary and Pam is bringing some other food item – not quite sure yet! Please mark your calendar for this special night. We are meeting at the Medina County District Library.

One of the discussions at our board meeting on October 25 revolved around the personal issues affecting so many in our chapter. We are facing some huge life events that are making changes in our lives. In recognition of these recent personal events, we are looking at our chapter in a way to accommodate and reinforce our commitment to each other and how best we as a chapter team can make things smoother and help each other.

The first item we discussed was to hold a social night to let everyone have an evening out and relax. We are turning to all members to give us your thoughts on where we could meet. Now that is a fun task to think about! We will discuss at our meeting on how best we need to move forward this year to make it work for all of us. We do not want to overburden anyone, and we need to have open and honest communication.

Our chapter is a team, and in recognizing our current status, let's re-adjust and move together in a path that will work best for us.

So let's celebrate together a wonderful night and share memories of the time you have been involved with the Medina County Chapter.

Best regards,
Nancy

**Happy 10th Anniversary
Medina Chapter!**

CHAPTER OFFICERS:

President: Nancy Starner, CPS/CAP
Vice President: Pieri Levandofsky
Secretary: Shelley Mack, CPS/CAP
Treasurer: Peggy Folk, CAP

In this Issue:

- 10th Anniversary
- Board Meeting Updates
- Committee Reports
- Tech Corner – Excel 2010 Class
- Important Dates
- 5 Tips for Setting S.M.A.R.T Goals
- 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.**

OCTOBER 25 BOARD MEETING UPDATES

- Plan social evening for members
- Moving forward as a chapter
- Celebrating 10th Anniversary: refreshments, guests
- Sign Chapter of Excellence at business meeting
- Updating MCC Business Plan (formerly known as Strategic Plan)
- November 5 Microsoft 2010 Excel Workshop

COMMITTEE REPORTS**Membership Committee Christine Warner, CPS**

Are you doing your part to promote membership in our chapter? I found a thought-provoking article from the Springfield Metro Chapter that gives some ways for not just the membership chair but all members to take part in spreading the word about the chapter. Consider what small part you can take in helping our chapter continue to grow. Even if you don't have time to run for a board position or become a committee chair, it takes only a few minutes to forward an e-mail, post a flyer or print out a brochure. Any assistance you can provide in promoting the chapter would be greatly appreciated.

- Share the chapter newsletter with your co-workers, supervisors and others that might be interested.
- Talk to the appropriate managers at your place of employment and see if there are ways to inform other admins in the company about professional development opportunities such as our Microsoft workshops.
- Are you on Facebook? "Like" the Medina County Chapter Facebook page. Post a "status update" about chapter events - whether it is fundraisers, talking about an upcoming event or "sharing" an update from the chapter Facebook page.
- Are you on LinkedIn? Use the "update" field to post information about chapter meetings and events.
- Are there bulletin boards in common areas at your job, church or other public places you visit? Consider posting flyers to let others know about chapter events.
- Keep chapter brochures handy so you always have information available for someone who inquires. If you have space and policies allow, keep a few on your desk in a visible location.
- Does your favorite radio or television stations have a community calendar section on their website? Help the chapter out by posting the event there. Imagine if each member chose one to keep updated - we could have all the stations in the area covered!

Do you belong to another organization? If there is time at meetings or space in their newsletter for announcements, invite those members to a chapter meeting or event. I'm continuing to follow up with individuals from our Guest Night and a couple others requesting membership information. I hope they will consider joining us for a chapter meeting for the first or second time in the near future. Also, remember in your pursuit of Remarkable Member status, bringing a guest is worth one volunteer hour to help you reach that goal. We'd love to welcome someone that you know as well.

APD (Administrative Professionals Day) Committee Sandra Singer

Would you like to participate on the APD Committee this year? It is a great way to be a part of a team working together to make our evening memorable. Your thoughts and ideas are important. Please email me at ssinger2282@gmail.com if interested in being on the committee. Thank you.

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 Spring Conference, March 4-7, 2012, Las Vegas, NV. Take charge of your professional education this year – make the Leap to Remarkable – become certified!

Programs Committee Eloise Stanton, CAP

Happy 10th Anniversary Medina County Chapter! Congratulations! Let's celebrate.

Please join us for the third in our Professional Administrative Series as we welcome our sponsor:

Pam Brooks from Friends Business Source and her topic is "Shift Your Office Position"

It's so easy to fall back into old habits especially when the work world gets the best of us and keeps us so preoccupied. We'll get refreshed with some good ergonomic practices to put in place to avoid those long term aches and pains and get great tips to keep us safe, healthy and productive!

We're also celebrating our 10th Anniversary as a Chapter and there may be special guests in attendance as well.

Please join us Tuesday, November 8th as we return to the Medina County Library in the Community Room at 6:00p.m. for our Chapter celebration.

Hope to see you there!

Website Committee *Pieri Levandofsky*

Deposit and Reimbursement forms are available in the **Members Only** section of our website. www.iaap-medinacounty.org

Log in and access these and other documents. If you need help with logging in- feel free to contact me!



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

Visit their website at: www.friendsoffice.com

✓ Favorite place the website!

Tech Corner

Submitted by Pieri Levandofsky

Move Paragraphs around in Microsoft WORD

Select the paragraph
then while pressing down Alt + Shift keys,
press the ↑ or ↓ arrows
and the whole paragraph begins to shift and
move to the desired location!

You're Invited to a
Microsoft Excel 2010 Workshop
Beginner's Class: Intro to the Ribbon * Quick Access Toolbar *
BackStage View * Sparklines * General charting, formula tips
and shortcuts



Instructor: Pieri Levandofsky of PC Computing LLC

Saturday, November 5, 2011
9:00 a.m. - 11:30 a.m.
Medina County University Center
6300 Technology Lane, Medina, OH 44256

\$35 for non-members; \$25 for IAAP members
Includes teaching materials and class fee

CPS/CAP Recertification Points will be awarded.
Proceeds will benefit our 2012 scholarship.



Download a registration form from: www.pccomputing1.com OR www.iaap-medinacounty.org. Last year's class filled fast! Register right away. Deadline for reservations is **October 27, 2011**. Questions? Contact Pieri Levandofsky at pccomputing1@gmail.com.

Important Dates



Medina Chapter Administrative Professionals Day Event – April 25, 2012 – Blair Center, Westfield Center, OH
Northeast Ohio Local Area Meeting (NEOLAN) - March 24, 2012 – Hosted by Indian Trails Chapter
Ohio Division Annual Meeting (ODAM)- June 22-24, 2012 - Cincinnati, OH
2012 Spring Conference - March 4-7, 2012 – Las Vegas, NV
International Education Forum and Annual Meeting (EFAM) – July 22-25, 2012 – Grapevine, TX
MCC Board Meeting – January 24, 2012

Birthdays



11/19 Vickie O'Neill, CPS
11/27 Helen Angell, CPS/CAP

Anniversaries

1988 Elaine Frankowski
2001 Helen Angell, CPS/CAP
2001 Katie Krosse
2001 Nancy Starner, CPS/CAP
2001 Jan Zartman
2006 Pieri Levandofsky
2010 Martha Dean, CAP
2010 Cindy Tyran

Our Chapter in Action – Executive Night



Execute effectiveness: 5 tips for setting S.M.A.R.T. goals

(from the editors of Business Management Daily e-mail newsletter) - submitted by Diane Sullivan, CPS/CAP

At work, numbers speak volumes. If you can't show, quantitatively, that something is improving—whether it's quarterly sales or waste-reduction efforts—then how can you really know it's improving?

It's not surprising, then, that more admins are being asked to set SMART goals—specific, measurable, attainable, realistic and timely goals—to be evaluated against.

1. Show measurable self-improvement. Personal development goals will ultimately benefit your company, as well. Becoming more proficient in PowerPoint, for example, will allow you to create presentations more quickly. A goal along these lines might be, "I will complete classes in order to receive Certified Administrative Professional (CAP) accreditation by September."

Tip: Remember that setting goals in a performance review is your opening to additional training and education. So choose areas where you'd like to grow.

[Business is War: 9 Classic Rules of War for Winning Big in Business!](#)

To some admins, it sounds nearly impossible. "I find it difficult to define specific and measurable goals. I schedule meetings, make travel arrangements and generally manage the people traffic for my boss's attention, but I don't see those duties as measurable," says Karen Bryant, an executive assistant to the CFO at The Nemours Foundation. Five ideas to get you started:

2. Streamline an ordering or work process, recommends Ilja Kraag, an administrative assistant at Kaiser Permanente. "Even if it saves half an hour or \$100, that's something you can measure."

Example: Save the company \$1,200 annually by streamlining the supply ordering process and distribution.

Warning: Take care to set goals over which you have as much control as possible. You don't want to fail for reasons beyond your control. For example, your goal might be to reorganize, archive or improve the filing system by a certain date. You have no control, however, over whether staff likes the new system or uses it more efficiently or often. It's your choice to wander through a career that's haphazard and unfocused ... or to seize control of the biggest campaign of your life.

3. Set standards for routine tasks. Do you book travel? Organize weekly, monthly or annual meetings? Think, "What do I have to do to make those processes run more smoothly? What steps would I take to get there?" The answers can lead you to specific SMART goals.

For example, "90% of travel arrangements will be complete within two days of a request." Or "Only 2% of travel arrangements will need to be corrected/rescheduled."

4. Mirror the boss's goals. "This past year, my boss (the CEO) decided to make my goals the same as his goals. Since I am his assistant, we should be on the same page about everything," says another admin, Tara. "We spend 15 to 20 minutes at the end of each day reporting to each other on how things are coming along."

5. Don't neglect people skills. "Remember that you are essentially the face of your organization," Tara says. "The way you handle interaction with other executives and their admins shows your skills in diplomacy and conflict management." Military strategists have distilled nine principles of war that transcend time and culture.

1: OBJECTIVE. It's not enough to say, "Beat the competition." Discover the 4 key elements for setting winning objectives.

2: OFFENSIVE. You'll never achieve the success you want by defending the status quo. Learn the 3 essential steps to stay on the offensive

3: MASS. Too many fast-track managers break this rule at their own peril. Don't let yourself be one of them.

4: ECONOMY OF FORCE. Success itself can lead to violating this rule - and jeopardize all you've achieved. Learn how to keep your success from being your own worst enemy.

5: MANEUVER. It's easy to talk about being a nimble competitor. But it doesn't just happen. Learn the 3 critical factors for successful corporate maneuvering.

Continued - Execute effectiveness: 5 tips for setting S.M.A.R.T. goals

6: UNITY OF COMMAND. Emphasis on teamwork and empowerment is important, but avoid the one common mistake that can undo the best-laid plan.

7: SECURITY. Discover what can get a general court-martialed faster than anything else - and what you need to do to avoid a similar fate.

8: SURPRISE. Learn the 3 dimensions of surprise. (Hint: It's more than just being first to market.)

9: SIMPLICITY. The "best" plan is useless if it can't be executed successfully. Discover how to build simplicity into your plan. Apply a 3-step process to communicate your plan to your "troops."



THE Trust
RETIREMENT TRUST
FOUNDATION

Admin to Admin
Helping Our Own

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 ADMIN 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.