

ADMINISTRATIVE RESOURCE

Monthly Newsletter of the Medina County Chapter IAAP

February 2011

President's Message

We made it through the month of January along with the snow and cold weather to boot. We were very busy as a chapter this month and we still have much more to come!

Our PowerPoint workshop went very well and also netted us money for our treasury. Thanks to our team of dedicated workers they did not falter even though the weather that day cancelled our NEOLAN meeting. They moved forward and held the lunch and then the workshop (kudos to Deb Friedrichsen, CPS/CAP for informing everyone) and received well-deserved praise from the attendees. Special thanks go to Pieri Levandofsky, Deborah Sukey, CAP, Jan Schreiber, and Alice Kanta, CAP for their commitment and dedication.

Our January business meeting helped us to understand and manage change. Even though we are uncomfortable with change, we need to keep renewing ourselves and look at it as an opportunity. While I listened to our speaker, Amy Davin, I thought about the importance of my membership with IAAP and how it helps me to manage change through learning and growing with our programs, classes and networking.

The Medina County Chapter dealt with change at the January meeting with Denise McCall stepping down and Shelley Mack, CPS/CAP stepping up into the secretary position. Although it was unfortunate that Denise resigned, we were very fortunate that Shelley

accepted the nomination and was voted in as our new secretary. Congratulations Shelley and we look forward to her helping us through the remainder of our chapter year.

We celebrated at the January meeting the members who passed their certification exams: Mary Conway, CAP; Kristen Evans, CPS/CAP; Betsy Lehky, CPS/CAP; and Eloise Stanton, CAP. We applauded their efforts in their endeavor to further their professional development, skills, and knowledge. We also thanked Deborah Sukey, CAP and Alice Kanta, CAP for facilitating the study group. In addition, we installed new member Cindy Tyrان.

February 8 is our next business meeting and also Guest Night. There was a flyer in the January newsletter and also in this newsletter regarding Guest Night, and Helen Angell, CPS/CAP discussed it at our January meeting. Please plan to bring a guest, perhaps a co-worker or an acquaintance. Light refreshments will be provided that evening. Our speaker, Kristen Francis, Performance and Development Consultant from Westfield University will be presenting "Unmask Your Potential." I look forward to seeing you on this special evening.

February is a month of candy and chocolate, red hearts and cupids. I wish you a Happy Valentine's Day!

Best regards, Nancy

Three Easy Steps to Developing Leaders: Quick Tip

Do you really want your employees to be happy, loyal and more productive? Help them grow. Besides showing your employees appreciation, helping them develop as people is one of the top things you can do that will increase job satisfaction for employees. And we all know that satisfied employees are more productive employees. It really comes down to the bottom line...more productive means less cost.

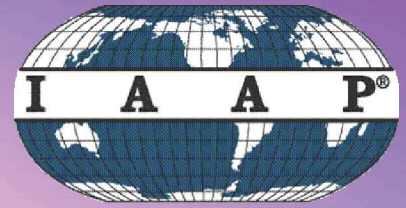


And what is one of the most effective ways to help your employees grow? Teach them leadership skills. Sounds simple enough...however, there is a concept that is important for both you and your employees to know: you can only lead others when you can lead yourself first.

Here's a quick and simple formula you can share with your employees to prepare all of you for leadership:

- Step 1 - Be Up on yourself, your attitude, and your subject
- Step 2 - Show up; Be fully prepared and present both physically and mentally
- Step 3 - Follow Up; Develop patience and persistence

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
- Admin Prof Day Event Flyer

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

Hope to see you at the February 8 event
when we continue our Administrative Professionals
Skill Series for the 2010-11 year.

Let's welcome our guest presenter...
Kristen Francis, Performance and Development
Consultant from Westfield University
for
Unmask Your Potential

Bonjour!

J'ai le plaisir to announce our stop for the February 8, 2011 Medina County Chapter meeting will be "Unmask Your Potential" with Kristen Francis, who is Performance & Development Consultant at Westfield Insurance, where she specializes in performance management and leadership development. She holds a bachelor's degree in Psychology from Ohio Northern University and a master's degree in Higher Education from the University of Michigan. Très bonne!

Her program will help us to identify our own strengths and weaknesses; "What is a strength and how do I identify mine?"; and exercises for us to create our own strength and weakness statements with pointers for moving forward. Je ne peux pas attendre!

Join us, s'il vous plaît, on Tuesday, February 8, 2010 in the Community Room of the Medina County Library at 6:00pm to "Unmask Your Potential". Au revoir!

-Eloise Stanton
Programs Chair

FYI...

Bonjour is "Hello"
J'ai le plaisir is "I am pleased"
Tres bonne is "Very Good"
Je ne peux pas attendre is "I can't wait"
s'il vous plait is "please"
Au revoir is "good-bye"

This is the time.

This is your opportunity. You can make it happen.
Submitted by: Diane Sullivan, CPS/CAP, MCC Box Tops Coordinator

First, I want to thank the chapter members who have been faithfully turning in their box tops. We have gathered nearly 1,200 box tops to date.

The Box Tops for Education program is an easy program to participate in and one that has the hope of bringing great rewards to our chapter! One way our chapter helps everyone build skills is through education.

Help our chapter bring you educational programs!

Avery Dennison is offering our chapter the opportunity to win \$2,000 in an educational grant. Sure, there are other ways for us to raise \$2,000.

• Each member could put in \$58+ of our hard earned after tax cash.



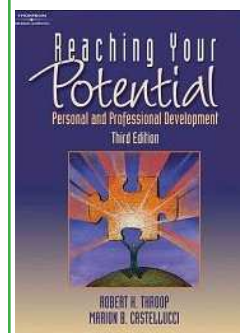
Doesn't it make sense to join with your fellow chapter members to collect box tops? This is easy – we can make this a win-win for our chapter, our members and the elementary students at Overlook School!

P.S. If you shop at Giant Eagle, their February promotion offers extra box tops!



Purchase 5 Progresso Soup products
OR
Purchase 5 Kleenex Brand products (tissues or napkins)

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



Reaching Your Potential:
Personal and Professional Development
by Robert K. Throop and
Marion B. Castellucci

Many people advocate life long learning and the process of reaching your full potential, but generally no one knows how to do that. This book is designed for individuals from middle school to retirement age and provides them with step by step assessments, worksheets and exercises to reach their potential.

Committee Reports

Certification and Education

[Stimulate interest/encourage participation in IAAP Certification Programs]

The February edition of our newsletter marks the beginning of the last half of the chapter year. February also marks time when most of us have already given up on fated New Year's resolutions. One resolution I hope you have not given up is in obtaining Member of Excellence recognition. To qualify as a Member of Excellence, you will need to meet 8 of the 11 criteria.

- Be a current CPS and/or CAP holder – have you recently obtained ranking (December 2010)?
- Sign and date member of excellence commitment form; providing to President Nancy Starnier CPS/CAP
- Actively participate in IAAP web community or forum; or have you written a published IAAP article this year?
- Have you attended non-IAAP workshops, seminars or conferences?
- Do you hold a degree or MS Certification?
- Did you pay your membership dues on time (mandatory requirement to achieve recognition)?
- Do you currently serve IAAP in a capacity as an officer or committee member?
- Within the past 6 months have you presented a public presentation of 60 minutes or more (or do you plan to present prior to June 1, 2011)?
- Have you attended a combination of eight IAAP meetings?
- Have you recruited at least one new member this year? (Member recruitment meeting on February 8 is a chance to showcase our chapter to guest(s).)
- Did you or do you plan to integrate IAAP membership and involvement into your annual performance review?

Take a moment to check off your accomplishments – obtaining 2010-2011 Member of Excellence.

-Deborah Sukey, CAP

Website

[Update the chapter website and provide helpful information relative to career-minded administrative professionals]

Additional vendors are currently featured on our website: www.iaap-medinacounty.org. We continue to partner with the Administrative Professionals Day Committee to offer advertising opportunities for a very reasonable rate.

If you know of any business who would like to showcase their website on ours, please ask them to contact me via email at pccomputing1@gmail.com.

-Pieri Levandofsky

Membership & Hospitality

[Direct all activities involved with recruiting & retaining members]

Member of Excellence reminder: Eight points minimum are required. Some super easy to reach points: Sign the Member of Excellence Commitment agreement. Easy! Attend a minimum of 8 Chapter, Division or International sponsored meetings, programs or events...any combination. Easy point! Paying your renewal dues on or before your anniversary date earns you another point. How easy is that? February 8 is Guest night. Another easy point just for bringing a guest! You're halfway there!

Speaking of Guest Night, please let me know if you are bringing a friend so the Membership Committee can be prepared with guest folders and name tags. There will be a short PowerPoint presentation telling the IAAP story and how membership benefits administrative professionals.

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

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

Scholarship

[Administer yearly chapter scholarship to qualified students]

The Scholarship Committee is currently preparing the scholarship packet for Medina County high school seniors and college students.

Check our website for the Scholarship Application.

New changes in our criteria this year include:

1. Open wording for Business Administration, Information Technology, AAB or BS in Technology
2. Open to any student presently enrolled in part or full time college courses toward degree
3. Allow longer deadline
4. Expanded list of schools/colleges/universities

The committee is also actively looking for college campuses within Medina County. If you know of any in your area that we may not have knowledge of, please contact Vickie O'Neill, CPS, or Betsy Lehky, CPS/CAP.

Lastly, we will be looking for a few volunteers to help in the selection process in April, 2011. This involves reviewing each submission and an after work (pizza) meeting. If you would be interested in this endeavor, please contact Vickie O'Neill, CPS.

-Vickie O'Neill, CPS



If you haven't had an opportunity to attend an IAAP Fall or Spring Conference, you are in for a treat. IAAP has researched current topics and selects those that are relevant to the members then finds top notch presenters who keep you involved and engaged in the presentation.

One particular presenter that actively involved the audience and kept the conference members engaged in all aspects of his presentation was Dr. Cal LeMon. He gave us concrete solutions on how to deal with situations within the office and personally.

The following article is from his monthly newsletter which you can receive by signing up at his website: www.execenrichment.com. Check the IAAP website for more of Dr. LeMon's work via podcast.

"Dr. Cal LeMon, President, Executive Enrichment®, is a corporate educator and organizational consultant who can be reached at 800-373-4040 or www.execenrichment.com.

-Shelley Mack, CPS/CAP

I am convinced, trust is learned. Trust is not a commodity, a package left on front steps or the contents of a three-ring binder. Trust is the accumulation of thousands of "trust points" that are swept up between our ears and deposited in our burgeoning "character" file we keep on people around us. And, that is especially true about our boss.

Bosses give us direction, tell us when we fail and succeed, sign a paycheck and often determine our "success" in a workplace. These people are not just shuffling in and out of our life story; they can be pivotal to our sense of achievement. So, how do you learn to trust a boss with all this power in your life?

First, the only way to trust is to put something you value out there to see if the other person will handle this with care. I learn to trust my physician by telling him something I am concerned about. If he makes a joke about this symptom, ignores my anxiety or gives me a perfunctory I-am-somewhere-else-right-now answer, I will be looking for a new medical professional. But, I will never know the expertise of this person unless I hand over something of value to him/her. With a boss the same principle applies. If I never peel back the veneer of employment propriety and give my boss one of my best ideas, a deeply held opinion or a risky suggestion, I will continue to "play the game" and shuffle along with the masses mindlessly repeating the mantra, "You cannot trust anyone in this place." This first step certainly has risk, but is essential to building trust.

Second, when you are just being honest, disagree with your boss. The crucible for testing trust is conflict. If you want to know the ethical character, emotional control and verbal skills of anyone, just disagree with the belief system of the other person. You will discover, when giving an opposing

view, if your boss has the mettle to defend a position but also maintain integrity. It is the boss who "writes you off" if you do not agree who cannot be trusted. On the other hand, if the boss responds with, "I disagree for the following reasons...and now I want to hear more about your position," you have a trusting working relationship. Finally, how your boss delivers bad news is a harbinger of whether or not you can trust this person. Bad news, by its very nature, is unpleasant. There is a human dimension, soaked with lots of emotion, that accompanies announcements of layoffs, salary freezes, the soda machine is being removed because someone has figured out how to trick this device into dispensing free drinks, etc.

Did your boss these pronounce-boss seem to broadcasting Does your boss others he/she can the reduction in workforce? You will trust a boss who does not get euphoric when announcing your workplace will be diminished, dismantled or denigrated.



"enjoy" delivering ments? Does your "light up" when "the sky is falling"? joke with you and not wait for the

Trusting a boss is at the vortex of wanting to come to work each day. Look around. Using the three tests I have provided in this article may elate you with the admission you can and will trust your boss.

On the other hand, if your boss failed these filters, review your resume. There are respectful, smart and trustworthy bosses out there. Find one and... learn to trust all over again.

by Dr. Cal LeMon

Five Goal-Setting Steps to a New and Improved You from Avery e-newsletter

Well hello there, long lost goal... where did we leave off? For many of us, the new year is a time to make resolutions and set new goals. But it's not just about setting goals—the tricky part is achieving them, too.

Whether your goal is to get that promotion at work, further your education or even lose those tough ten pounds, keep in mind that even the smallest steps forward will get you closer to success. Don't make your goal a stranger—here are five tips to help you accomplish what you set out to do.

1) Start with a clear direction

You've set your goal, now how will you get there? Your best-laid plans should include a specific outline of steps you'll need to take. Make sure you know exactly what you need to do to accomplish each step and set a deadline of how long it should take for you to finish it. Then move on to the next step. An Avery® Comfort Touch Binder is a great tool for keeping your goal-setting plans together in one place. The durable binder is designed with a reinforced spine for long-lasting use. Plus, the spine is embossed and comfortable to grip—a definite plus when you reach for your “guidebook” again and again.

2) Plot your progress

Now that you've got a sturdy place to hold your plan of action, it's time to put it all in order. Organize your steps with customized dividers you can create with Avery® Index Maker® Clear Label Dividers and our free online software, Avery® Design & Print Online. You might consider creating tabs by task or due date, or using colors to designate the level of difficulty so you can see at a glance what's in store for you along the way.

3) Streamline for efficiency

Have you ever found an interesting nugget of information in an article, or received a message from a friend that seemed relevant to your task? You saved the clipping or email, but when you run across it later, you wonder why you kept it or end up re-reading it all over again.

With the help of Avery® NoteTabs™, you can be resourceful with your time and effort. Just write a note or highlight what's important to you directly on the tab or translucent surface area, and attach to the document for easy reference. Use adhesive Avery® PocketTabs™ to hold notes on small pieces of paper or other loose items inside the clear pocket with closeable flap, and attach to your binder.

4) Stay focused with reminders

One of the biggest challenges you may face along the way is staying on track. When you're on a steady pace toward reaching your goal, sometimes the little (but still important) things may fall by the wayside. Create reminders with Avery® Label Pads and place them in your planner so you never forget a thing—whether it's to book an appointment, sign up for a class or schedule a meeting.

5) Reinforce your purpose

All work, and no play... you know how the saying goes. But if everything in life were easy, it wouldn't be worth the effort. When you need to get inspired, turn to these motivational cards. On one side is an inspirational quote; customize the other side by adding an incentive or reward, then print on Avery® Clean Edge® Business Cards.

For example, a card might read, “Take the afternoon off,” or “Treat yourself to a movie today.” Shuffle, then select a card when you reach key mileposts toward your goal—such as when you reach the halfway point of a difficult class, or after you submit a key work project in on time.

Are you ready to unlock your potential and reach your goal? It'll take persistence, effort and drive, but with these simple steps, you'll be on your way to turning your vision into a reality. And as a bonus, you'll also get bragging rights as someone who actually kept their New Year's resolution and reached their goal!



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)

February 8 Chapter Program-Unmask Your Potential (6:00 p.m.) at Medina Co. District Library, 210 S. Broadway, Medina

February 22 Chapter Board Meeting (5:45 p.m.) at Medina Co. District Library-Rm. 3A, 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)



February Birthdays

27 Pieri Levandofsky



February Anniversaries



2011 Spring Conference
Bounce Back—Bounce Higher
March 7-9, 2011, Tampa, FL

Tough economic times are easing. Business is getting back on its feet and consumers are starting to spend again. Although it looks like things are returning to normal, they're not. Today's business environment has shifted to a New Normal. Companies are now operating with less staff, fewer resources and faster turnaround times. These changes have affected the role of the administrative professional. Admins continue to be given and take on more responsibilities beyond the scope of their original job positions and work experience, becoming the hub for collaborative endeavors. Today's office professional operates in a more casual environment with a less clear reporting structure. Priorities are always changing, requiring flexibility and the ability to quickly maneuver and recover. People are working longer and harder and are required to learn skills they don't know to do jobs they've never done before.

This two-and-a-half day conference will give you:

- The knowledge of business trends to let you see the big picture and understand your shifting role within it. You'll discover what it takes to become and remain resilient and maintain your competitive edge.
- The skills to become super competent to meet all the new demands placed on you and your work team. You'll leave with six keys for performing at your productive best to be a peak performer and achieve breakthrough results.
- The attitude required to get results while working with others. Learn to take charge of your ever-expanding role and increasing accountability. What worked yesterday won't work today or tomorrow.
- The foresight to create professional development opportunities each and every day and prepare yourself for the next stage of the New Normal, so you'll keep Bouncing Back—Bouncing Higher

Receive 15 recertification points or 21 recertification points with the optional technology workshop. For more information or to register, visit www.iaap-hq.org/events/pec.

Charitable Events Corner

Harvest for Hunger - one of the largest annual, community-wide food and funds drives in the nation - provides critical resources to local hunger relief organizations in twenty-one counties in Northeast and North Central Ohio. Thanks to a very generous community, last year's campaign raised the dollars and food needed to provide over 10 million meals to individuals and families who were struggling to make ends meet.

Harvest for Hunger 2011 is the most important campaign to date, as the downturn in the economy, rising unemployment, and higher food and heating bills are forcing more people to turn to local hot meal programs, food pantries and shelters to assistance. We must provide more food this year, and we can with your help.



Support Harvest for Hunger the quick and easy way! Donate \$1, \$5 or \$10 in the check-out aisle at one of these participating retailers from March 13 through April 23. Dollars donated in your community stay in your community!

Participating Supermarkets:

Acme Fresh Market
Buehler's Fresh Foods
Dave's Markets
Fishers Foods
Giant Eagle, Inc.
Heinen's Fine Foods.



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

I Can Relate...

Our members speak to articles appearing in OfficePRO

Mentoring – A Win-Win!

When Medina Hospital affiliated with Cleveland Clinic last year, I knew I was in for some changes. Thankfully the folks at Cleveland Clinic knew that as well and assigned a mentor - Jaime Rocco at Fairview Hospital - to help me during this transition.

A recent issue of OfficePRO magazine featured an article on mentoring, and I could definitely relate to many of the benefits noted in the article. It really is a win-win-win situation for the company, mentor, and mentee as well. As the mentee, I benefited from Jaime's help and guidance. Not only did she help answer day to day questions such as how to schedule meeting rooms, navigation on the Cleveland Clinic intranet site and various general questions, she also invited me to Fairview to meet other members of their Administration staff and observe how their office functions. She really was a welcoming presence during my early days of transition. However, I know if I have a question or need help and guidance, I can go to her and she will be there for me.

Jaime expressed how much she appreciated mentoring me, too. I believe it brought her a sense of accomplishment knowing she was able to help guide the "new kid on the block." We remain good friends. Cleveland Clinic benefited as well, since there are two happy, satisfied employees in their workforce thanks to the insightfulness of management on the importance of mentoring.

I encourage you to consider becoming a mentor to someone new in your office or establishing a mentoring program in your company if one does not currently exist. You will soon see the many benefits of this worthwhile endeavor.

-Kathy Tabor

You can reference this OfficePRO article on mentoring in the July 2010 edition (pp. 16-19) entitled "Passing The Baton: How mentoring builds a stronger workforce and benefits everyone involved" by Kenya McCullum.

Follow your passion, and success will follow you.

~Terri Guillemets

Microsoft WORD - Quick Tips
-Pieri Levandofsky



Selecting text

Alternative ways to select text without having to left click, hold and drag for selection.

- To select a word, double-click the left mouse button on the word you wish to select.
- To select a sentence, hold down CTRL and single-click the left mouse button on the sentence.
- To select a line of text, position the arrow inside the left margin along the line you wish to select. Then single click and the line will be selected.
- To select a paragraph, double-click the left mouse button while it is again positioned on the left margin area of your document.
- To select the entire document, hold down CTRL +A keys or triple-click while it is positioned on the left margin area of your document.

Quick Case Conversion

If you need to convert the case of text, rather than selecting a character or word, deleting it, and then retyping it in the correct case, this keyboard shortcut:

Select or highlight the text, hold down the Shift key and tap on the F3 key and it will convert text from title case, to uppercase, to lowercase each time you tap on the F3 key.

One Fell Swoop Word Deletion

You can delete entire words with your keyboard. Just put your cursor at the beginning of the word press the Ctrl and Del keys at the same time. This is very useful when editing because you can quickly move from word to word applying deletion using this keyboard shortcut.



GUEST NIGHT



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.





**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