



Lake County Leaders!

Volume 26

December 2010

Message from the President

Happy Holidays, Lake County Members!

Finally it is the last month of the year. Work is either slowing down or you'll be working extra hard to finish projects before taking some time off. I usually have time to catch up and then begin thinking about the New Year.

Reflection is how I approach the New Year. I think about what went well, what were my successes, who did I meet that made a difference and what do I really want to do next year. Pretty simple but better than trying to think of a resolution, at least one I will keep. Positive thoughts are what I strive to achieve as I look forward to 2011.

We are an awesome chapter by continuing to be a Chapter of Excellence. We won the IL Division President's Award, recruited new members and maintained our membership retention. Our program speakers have provided us with valuable educational knowledge to enhance our professional goals. Our chapter will remain strong and I look forward to your help as we enter into 2011 with the many accomplishments we will be able to experience together.

I personally want to thank each one of you for attending our meetings and volunteering your time by working on the various committees. A special appreciation is extended to my BOD for assisting me with all my requests. You are a terrific team and I'm honored to be your president.

Have a wonderful holiday!

Marilyn Bell, CPS/CAP
President



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Cell Phone Manners

Business etiquette now includes rules for cell phone use in the workplace. According to an about.com article posted by career-planning professional Dawn Rosenberg McKay, these rules include the following:

- Turn the ringer off. Keep your cell phone on vibrate if you have to keep it on so that funny ringtone you like does not annoy your co-workers.
- Use voice mail during business hours. Work is work and really should not be used for your personal calls. Let your calls go to voice mail instead of answering every call you get.
- Find a quiet place to return calls. If you work in a cubicle or open setting, find another place where you can return your personal calls during your breaks without subjecting your co-workers to hearing lengthy discussions with your children, spouse or doctor's office. Head to a stairwell or take a walk outside if you need to.



The Lighter Side

The dog ate my...?

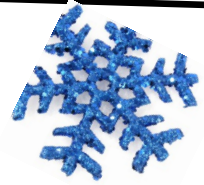
Last year, 33% of employees played hooky—and here are some of their most creative excuses:

- My dog was stressed out after a family reunion.
- My toe was injured when a soda can fell out of the refrigerator.
- I swallowed too much mouthwash
- I had a heart attack early that morning, but I'm all better now.
- My wife burned all my clothes, and I had nothing to wear to work.

Source: APW

Important
DATE!

DATES TO REMEMBER



December 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14 LCC Meeting	15	16	17	18
19 Sandy Plarske's B-day	20	21	22	23	24	25
26	27	28 Colleen Arns B-day	29	30	31	

A Source of Inspiration

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"I've always felt it was not up to anyone else to make me give my best."

- **Akeem Olajuwon**

"The greatest need of every human being is the need for appreciation."

- **Unknown**

"If you cannot make it better, you can laugh at it."

- **Erma Bombeck**

"Two monologues do not make a dialogue."

- **Jeff Daly**



Go to your happy (work)place

According to a recent article titled “How to Stay Happy at Work” on wholeliving.com, here are several ways to keep a smile on your face even during the toughest workdays:

- Have a tea party.

Bring a tray, teapot, some inexpensive china tea cups and small teaspoons to work, and turn your afternoon coffee break into a quick but fun tea party by serving yourself and perhaps even your co-workers a cup of herbal tea.

- Encourage a pet-friendly environment.

Find out whether your office allows dogs or has a “bring your pet to work” day. If you can’t do that, suggest people bring photos of their pets or pictures of a pet they would like to (or used to) have to share one lunch hour. Pets encourage a natural sociability and kindness.

- Have an entrance and exit theme.

Make a grand entrance every morning by listening to your favorite song on your iPod as you enter your office building. End your workday listening to a special exit song.

- Spice it up with variety.

Sometimes you have no choice but to work on one project for extended periods when you are facing a deadline. But if you have some freedom in planning your day, see if you can plan your tasks to incorporate more variety, such as paperwork work followed by a meeting, followed by returning phone calls.



Dealing with conflict

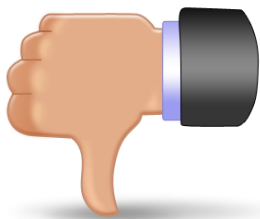


Work colleagues are not perfect and sometimes you have to deal with conflicting personalities and angry co-workers. The Office of Human Rights, Equity & Harassment Prevention, at Dalhousie University in Halifax, Nova Scotia, has posted some excellent reminders about how to deal with conflict. They include:

- Keep calm. When someone is angry, he will not respond to anything reasonable until he has calmed down, so keep calm yourself.
- Consciously decide whether to engage in the conflict. You might have to quickly assess where angry co-workers are in their crisis. Your best choice might be trying to delay the discussion. Try asking if you can meet later to discuss the issue.
- Recognize and accept the conflict. Always accept the anger by asking what has caused the conflict instead of ignoring it. Gain respect by giving respect.



Never Never



Never use *irregardless* in place of *regardless*. *Irregardless* creates a double negative and is considered to be poor style.

INCORRECT: I plan to attend the conference *irregardless* of the cost.

CORRECT: I plan to attend the conference *regardless* of the cost.

2010—2011 Programs

12/14/2010	TBD	Holiday Party	
1/11/2011	Diahann Boock	Leading from the Position You are In	We are all leaders but need to know how to tap into that. Take responsibility to foster motivation and change perceptions.
2/8/2011	Susan L Walaszek	Business Etiquette for Technology, Meetings, and People	Learn effective communication using business etiquette; learn how to be more critical in meeting your department's needs.
3/8/2011	Tom Weber	Discovering Your Memory Power	Interactive, fun workshop about the power of memory. Learn benefits of improving your memory.
4/12/2011	TBD	APW Event	
5/10/2011	Brendan Sullivan	We Need New Ideas!	How to create, encourage, support creative thinking in your organization. Learn simple methods for motivating; generate new ideas; active listening.
6/14/2011	Lisa Olson Illinois Division Treasurer	Chapter Officer Installation	



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Community News

Stay up to date and check out what other IAAP members are saying in the most recent blog posts.

<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>

Remember to check out your LCC Web Page

<http://iaap-lakecounty.org>



International Association of
Administrative Professionals®
Lake County Chapter

Upcoming Events

Happy Birthday

Spring Conference

March 7-9, 2011

Tampa, FL

12/19—Sandy Plarske

12/28—Colleen Arns

Administrative Professional Week

Administrative Professionals Day is April 27th, 2011. APW week is April 24-30th.



**Chapter
of Excellence**
2008-2009

Responding to Bad News



Receiving bad news is a common experience in today's business world as companies go out of business, downsize or reorganize to stay competitive. Your ability to conduct yourself professionally in these situations is critical. Here are some strategies that may help you to respond effectively to bad news:

- Don't shoot the messenger. Sometimes the person who must deliver the bad news doesn't have any choice in the matter and may not have had anything to do with decisions that have been made. Often the messenger is as upset as the person receiving the news. Even if the person giving you bad news has made the decision, responding in an angry or emotional manner will only damage your own reputation.
- Ask for a "timeout" if you need it. If you find yourself getting emotional when presented with bad news, ask if you can have a few minutes before continuing the discussion. Get a drink of water, take a quick walk around the building, or just find a quiet corner and take a few deep breaths to compose yourself.
- Find out what's negotiable. Although some aspects of the situation may be unchangeable, there may be points that are open to negotiation. If you aren't sure what's negotiable, ask the other person, "What are my options?"
- Take positive action where you can. If you're angry or upset, don't let those feelings affect the way you act in the workplace. Continue doing your tasks as professionally as you can. Receiving bad news is always a challenge to our emotional equilibrium. But people who know your circumstances will admire your poise and dignity in a difficult situation. That's bound to be good for your reputation and your career.





International Association of
Administrative Professionals®
Lake County Chapter

Lake County Chapter IAAP

Holiday Party

December 14, 2010

CDW ~ Vernon Hills, IL



Holiday Dinner and Desserts

Fun and Networking

Raffles



Member Cost is \$10.00; Non-Member Cost is \$15.00

An **R.S.V.P. is required** the Friday before a meeting to ensure we have adequate food and meeting materials. Cancellations are requested by noon the Monday prior to a meeting. No-shows or cancellations after Monday at noon will be invoiced following the meeting.

Cell phone numbers for Marilyn Bell (President) (815)559-2639 and Cristi Becker (Secretary) (847)217-7479 should you need to reach us from 4pm until meeting start time of 6pm.

Please R.S.V.P. to sandie.stodola@allstate.com or 847-402-5216 by Friday,
December 10, 2010



International Association of Administrative
Professionals®
Lake County Chapter

Tuesday, January 11, 2011
6:00 PM

Lead from the Position You are In



Have you ever stopped to reflect on the impact that you have as a leader in your life, regardless of what you do in your work? If you are a parent, you are a leader. If you organize a get together with friends, you are a leader. If you step in to diffuse a heated conversation, you are a leader. Maybe you're a leader in a community group or other volunteer position.

It is not a sign on the door or letters after your name that makes you a leader. It is how you step into a leadership role. It is very important that you know who you are and what you stand for. These are the goals you want to lead and live by.

Please join us as we identify our core values and tackle this important session on leadership. All attendees will receive a Special Report on Leadership after the session.

About Our Presenter

Diahann Boock is the editor-in-chief and founder of Women's Ally, Inc. She is a business strategist and marketing executive with a Masters in Business Administration and more than 20 years experience delivering beyond expectations. Diahann has demonstrated abilities in attracting, developing and motivating high-impact management teams. She is recognized as an expert in career inspiration and development and has encouraged thousands of employees and co-workers to take charge of their career in companies including Grainger, GE, and HSBC.

6:00 – 6:30 pm Dinner
6:30 – 7:30 pm Program
A short business meeting will follow the presentation

Cost: \$10 members
\$15 non-members

RSVP: sandie.stodola@allstate.com

or
847-402-5216

Location for the Meeting

CDW
200 N. Milwaukee Ave
Vernon Hills, IL 60061
[Maps and Directions](#)

