



# Lake County Leaders!

Volume 32

June 2011

## Message from the President

Hello, Lake County Members!

As we reach certain milestones in our career it becomes even clearer that we aren't an expert in everything. You may be the "go-to" person or the "subject matter expert" but let's face it you can't be an expert in everything.

Last year I participated in a team exercise in which we had an obstacle course to maneuver through. We were partnered in pairs with one person being blindfolded and the other had to give clear direction to get their teammate through the course. If they knocked anything over, they were out of the game. This exercise clearly demonstrated not only the need for great communication but made you realize that you "had" to trust that person to give you the right directions. Actually being blindfolded wasn't the obstacle it was the fact that we couldn't be the expert and had to rely on trust.

Asking for guidance from a trusted advisor or peer can bring confidence to any situation. Great leaders surround themselves with people that have a wide range of skills & capabilities that they can tap into. This is why it is so important to use these resources when a task or situation arises that is outside your expertise.

So remember that you are not an expert in everything but that you need to surround yourself with professionals who will call on your expertise and you can do the same in return.

Our chapter meeting in June will highlight Effective Communication by Suzanne Bracken. We will also have our 2011-2012 officer installation. I hope you will plan to come and I look forward to seeing you there.

Marilyn Bell, CAP  
President



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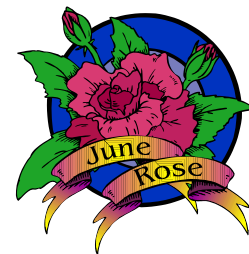
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## Online Security

### 'Password' is a bad password



If a hacker recently got into your email and you have no idea how that happened, try checking your password. If you used your first name, consecutive numbers such as “12345” or even the obvious “password,” then you are among many who use passwords so common that hackers have no trouble figuring them out. If you want to ensure you don’t use one of the common passwords that many others use, try Googling the phrase “most common passwords” to see some of the lists that come up. Different sites may have different lists, but it’s worth checking a few to see if you are putting yourself at risk online. To improve your password security, don’t pick anything that could be found in a dictionary or words strung together in a phrase such as “my password.” Also stay away from letters found together on the keyboard such as “qwerty.” Most password protection programs recommend combining letters, numbers and characters together, with longer passwords more secure than short ones.



### The Lighter Side

- *That's quite a reward*

Your company wants you to keep its interests top of mind, right?

Well, not at Wal-Mart:

Heather Ravenstein, a Customer Service Manager in one of the Kansas stores, saw a man making a quick exit with one of their computers in his arms.

She took off after him, asking to see his receipt.

He punched and kicked Heather, but she didn't give up—and finally, he let go of the computer.

Heather's reward?

Wal-Mart fired her!

Seems she violated policy “as to how we treat people in our stores,” said a spokesperson.



Important  
DATE!

## DATES TO REMEMBER

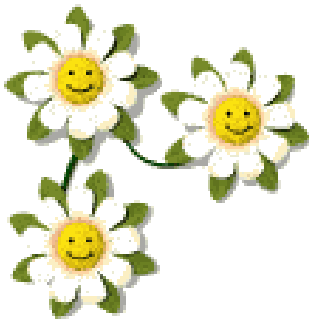


### June 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14 LCC Chapter Mtg.	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

### A Source of Inspiration

PASSION &  
PURPOSE  
LAKE COUNTY CHAPTER



"If I lose mine honor, I lose myself."  
- **William Shakespeare**

"If you talk much, this will make you deaf to what  
others say.."  
- **Buddhist saying**

"Change is inevitable—except from a vending  
machine. "  
- **Robert C. Gallagher**

"Do all the good you can and make as little fuss  
about it as possible."  
- **Charles Dickens**



## Job searchers need thank-you notes

Job seekers who are not following proper etiquette are hurting their chances of landing a job, even if they are a good fit for the position, according to a recent CareerBuilder survey. More than one in five (22 percent) of the hiring managers surveyed said they are less likely to hire a candidate if they don't send a thank-you note after an interview. Of those who would dismiss a candidate for the faux pas, 86 percent said it shows a lack of follow-through.

*Merci*

*Dielen*  
Dank

THANK  
YOU

Gracias

## Effective Business Writing

### *Into vs. in to*

OK, going to come clean.

Like everyone else, there are words we frequently tend to misspell.

(*Why does Accommodate have two m's!*)

And no matter how hard we try, there are certain grammatical rules we just can't remember.

Case in point: *into* vs. *in to*, and *onto* vs. *on to*.

Writing something down helps to remember it—so maybe this time, it will stick!

- **Into:** This shows movement toward the inside of a place. It often answers the questions "Where?" **Example:** She reached *into* the file to get the report.
- **In to:** The adverb is followed by the preposition *to*. The *to* usually means "in order to." **Example:** He called *in to* say he was sick.

### Can you insert 'up'?

- **Onto:** Use this if you can add *up* before *on*. **Example:** She climbed [*up*] *onto* the stool.
- **On to:** It can't take [*up*]. **Example:** He held *on to* the data.



## Web Sites



- **[Tinyurl.com/Dress367](http://Tinyurl.com/Dress367)** Tips and ideas for what to wear in today's "business casual" workplace.
- **[Tinyurl.com/Type367](http://Tinyurl.com/Type367)** How fast can you type? Take this quick test and find out right away.
- **[Tinyurl.com/Desk367](http://Tinyurl.com/Desk367)** Top five tips for getting your desk organized.
- **[Tinyurl.com/Tips371](http://Tinyurl.com/Tips371)** Free resource on improving your writing, including grammar tips.
- **[Tinyurl.com/MarrAPU](http://Tinyurl.com/MarrAPU)** Free meeting-planning checklists from Marriott.
- **[Tinyurl.com/Block371](http://Tinyurl.com/Block371)** Block time-wasting websites to get more done. Recommend it to a co-worker!

Can't open a "snipped" or "tiny" URL? Email Carin Ford at: [Cford@pbp.com](mailto:Cford@pbp.com) to get the original link.



## Where to get help

### **Websites that will inspire and motivate**

Sometimes we need that little extra nudge to get us through the day. Here's some help:

- **Wowplace.com:** Sandy Geroux, a time management pro, writes this fun blog.
- **[Tinyurl.com/Positive371](http://Tinyurl.com/Positive371):** Quotes about the workplace that will inspire you.
- **[Tinyurl.com/Humor371](http://Tinyurl.com/Humor371):** Humorous quotes from Erma Bombeck and the like.
- **[Tinyurl.com/Sayings371](http://Tinyurl.com/Sayings371):** Motivational saying for all occasions.

### **Fight stress with 7 secrets of happiness**

We're all dealing with increased responsibilities and workloads. And sometimes it makes even the calmest of us pretty stressed!

Shawn Achor's book, *The Seven Principles of Positive Psychology That Fuel Success and Performance at Work*, address these issues.

Shawn has done research at Harvard on the seven secrets of happiness and shows us how it leads to success - rather than vice versa.

# 2010—2011 Programs



International Association of  
Administrative Professionals®

Lake County Chapter

Lake County Chapter 2010–2011 Programs

Meeting Location: CDW  
200 N. Milwaukee Avenue

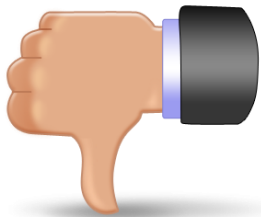
PASSION &  
PURPOSE  
LAKE COUNTY CHAPTER



Date	Presenter	Topic	
06/14/2011	Lisa Olson Illinois Division Treasurer	Chapter Officer Installation	
	Suzanne M. Bracken, CAP, is Marketing Director and Administrator for Ludicrous Theatre Company in Chicago, Illinois	Speaking with Confidence in any Situation	This lively presentation will address the causes of fear associated with speaking when we are not comfortable doing so. Suzanne will give you tips and tricks to make those butterflies in your stomach "fly in formation," so you can get your point across in a confident and effective manner.

**Have a Safe and Happy Summer!**

## Never Never



Never use insure (meaning to protect against loss) in place of ensure (meaning to make certain).

**INCORRECT:** Please insure that you send the package by registered mail.

**CORRECT:** Please ensure that you send the package by registered mail.

**INCORRECT:** Please ensure the package if you send it by regular mail.

**CORRECT:** Please insure the package if you send it by regular mail.

## 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

### 8th International Summit

Auckland, New Zealand  
July 5-9, 2011

### International Education Forum and Annual Meeting

Montreal, PQ, CA  
July 24-27, 2011

### Deadline: November Certification Exam Registration

August 15, 2011

### Fall Conference

October 9, 2011

Happy Birthday to all our  
June Members

