



Lake County Leaders!

Volume 34

Oct / Nov 2011

Message from the President

Lake County Members!

I have had a very eye opening revelation over the last few weeks as I was training my replacement. Our training time together was limited, so I had to realize the need for organization and time management as I worked through her onboarding process. We had a great onboarding guide to follow; however, with a new hire we ran into numerous obstacles getting her access to all the various programs needed on a daily basis. Once established, I had to stay focused on training responsibilities, tasks and projects. Not an easy effort especially with day-to-day needs coming in daily. Here is what we used to keep us on track:

Used our onboarding guide to consolidate a number of tasks into functional daily actions giving her an opportunity to use a number of tools to complete tasks.

Every morning we reviewed the plans for the day – blocking time to do actual work and training. Making her new team very happy.

Every couple of days, we reviewed anything that was confusing. Revisited what ever needed to be addressed again. Practice makes perfect!

Placed any job aides and notes into her training binder that I had prepared with tabs prior to her first day for future reference.

Even though we will continue to connect over the next year, we spent our last day together reviewing and answering questions.

Next steps will be for her to have meetings with functional team members, assistants and schedule any additional training. Some of these meetings were already planned but she will need to follow through.

I hope that some of my tips may help you as you either train or being a transition within your own position. I will be glad to share my onboarding guide if you may be interested in using to develop your own.

Marilyn Bell, CAP
President



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Quick writing course

Business writing is a skill we're all expected to have—but few of us have ever taken a course in it.

Here are five tips from Lifehack.org to keep your writing effective and professional:

- **People don't like to read:** Sounds crazy with all the info out there, but it's true. Keep your paragraphs short and your sentences shorter.
- **Create templates:** If you think there's any chance you're going to write a similar email, memo or document again, save it as a template. It'll save you time, so you can spend more time proofreading.
- **Read it over:** Speaking of proofreading...Never send or hand anything off until you've proofread it. Best bet: Put it aside for an hour and then re-read it.

Write the way you talk

- **Professional doesn't mean formal:** Some documents (legal ones come to mind) require formal language. Otherwise, write as if you're speaking face-to-face with someone.
- **Answer the five W's and H:** Your reader wants to know: Who? What? When? Where? Why? How?

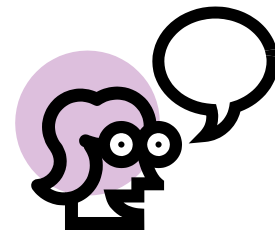


The Lighter Side

Translating common office phrases

After working in an office, you learn to translate what people really mean:

- "That's actually a good question" means "I have no idea."
- "We're working on it" means "We haven't started working on it."
- "There was a slight miscommunication" means "We lied."
- "Let's call a meeting and discuss" means "I have no time. We'll talk later."
- "You've done a great job" means "More work is coming your way."



*Important
DATE!*

DATES TO REMEMBER



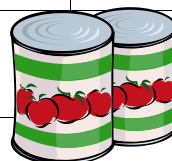
October 2011

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



November 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4 CPS/CAP Exam	5
6 Daylight Savings Time— Turn Clocks back 1 hour	7	8 LCC Meeting	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Turkey Day	25	26
27	28	29	30			



Reminder that at our November 8th meeting we are holding a canned food drive on behalf of the Northern Illinois Food Bank. Please bring your contribution of nonperishable items to the meeting.

Make Technology Work For You

Easier option for tracking business expenses

If you handle expense reports for travelers, you may want to consider using Expensify.com so you can skip the paperwork. The application is free for individual use. **Here's how it works:**

Users register and import the credit card they want to use for work-related expenses. They can also link the program to a smartphone.

When they charge items to the credit card, it's tracked on Expensify. If they're using a personal card, they can later edit it to mark non-business related charges.

They can also scan receipts into the program, so everything's in one place.

It generates customized reports. The application creates customized reports that can be sent to managers for approval. And it's compatible with QuickBooks and FreshBooks.

Effective Business Writing

Warming up your emails

Many times, we prefer using the phone because it offers that warm personal touch.



But when sending an email is your only option, here are some ideas for making your messages warmer.

- **Choose 'warm' words:** To convey a warm tone, here are some words you can use: *wonderful, terrific, hurray, pleased to, pleasure, excited about, looking forward, appreciate, grateful, enjoy, thanks a bunch!*
- **Greet them by name:** if your email is being sent to a specific person, open with: *Hi, Janice or Hello, Peter.* If it's going to a group: *Greetings, team or Hello, everyone.*

Use a greeting before the name

- **Avoid using just the name:** How would you feel receiving an email that began: *Sandra...* Just using the name by itself doesn't communicate any warmth. Instead: *Good morning Sandra...*
- **Soften your request:** When asking someone to do something, ask if it's OK: *Mr. Wallace needs the data by noon. Can you please send it to him?*

Web Sites



Scr.im— Spam proof your email address before sharing it online with this easy converter.

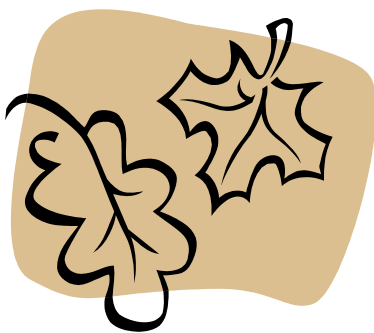
TypeWith.me—Work on the same document at the same time as other people.

Warrick.cs.odu.edu—Did a website you relied on disappear? This site will help you recover it.

Tinyurl.com/SayNo—Here are more than 50 ways to say “no,” from gentle and considerate to passing the buck!



A Source of Inspiration



“It takes courage to grow up and become who you really are.”

-**e.e. cummings**

“Good instincts usually tell you what to do long before your head has figured it out.”

- **Michael Burke**

“Just remember when you should grab something, grab it; when you should let go, let go.”

- **Anonymous**



2011—2012 Programs



Lake County Chapter 2011–2012 Programs

Meeting Location: CDW
200 N. Milwaukee Avenue
Vernon Hills, IL 60061



Date	Presenter	Topic	Meeting Description
9/13/2011	Leah Weaver, MSIS, PMP, Director, Pharmacy Services Program Management Office, Walgreens	Project Management for Administrative Professionals	Real-work solutions: Using Project Management tools and techniques to improve everyday outcomes.
10/11/2011	Marie Herman, CIWD, ATM-S, President-Elect Illinois Division - IAAP, MOS Specialist, Master Level	Excel Pivot Tables	Tech talk: Excel Pivot Tables
11/8/2011	Erin J. Kelly from Arranged by Erin	How to Get Organized and STAY Organized!	Real life solutions: Erin is determined to bring the benefits of leading a clutter free life to everyone. Erin is a member of the National Association of Professional Organizers.
12/13/2011	TBD	Holiday Party/Community Project	
1/10/2012	Rhonda Scharf, CSP Certified Speaking Professional ON THE RIGHT TRACK - Training & Consulting	Time and Workload Management	Real-work solutions: Managing Multiple Bosses Time Management
2/14/2012	Lauren LoPresti M.B.Ed., Department Chair, Administrative Office Systems, College of Lake County	Refining Your Bosses' PowerPoint	Real-work solutions: Refine and improve someone else's PowerPoint to present that professionally done look.
3/13/2012			
4/10/2012	APW Event	TBD	
5/8/2012			

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

Upcoming Events

November 2011 CPS/CAP exams
Friday, November 4, 2011

November 3, 2011 @ 7 pm
CST: Approved for 1 Certification Point!
Meeting Planning 2.0: Beyond the Basics by Lisa Olson
100 spots will be reserved for IL Division Members ONLY until 10/27/11. Then, registration will be open to first come, first served! So, ID members - Get your registration in NOW! This webinar is FREE to ID members! To Register go to:
<http://form.jotform.com/form/12654710045>

Presentation Webinars

Virtual Chapter Info Meeting
Recorded:

If you missed this week's Virtual Chapter informational meetings, we recorded last night's webinar/ call. Please listen and **share** the information. <http://www.anymeeting.com/ildiviaap/E955DB86834A> (length 37 minutes)



Make your morning routine more efficient



Do you struggle with getting to work on time, no matter how early you wake up? Do you arrive at the office exhausted from racing around, trying to get yourself together at the last minute? If so, maybe you need to come up with some strategies to streamline your morning routine.

As this article notes, many of us seem to repeat a pattern in the mornings of wasting time on things like looking for our cell phone. Here are some tips for getting up and getting in to work more quickly:

Track your morning routine. It's hard to figure out where you can save time if you really don't know where the time goes. Spend a few days tracking and recording everything you do from the time you get out of bed to the minute you leave the house. You just might be surprised at how much time you waste, and easily identify things that don't have to get done as you're leaving for work.

Get a coffeemaker with a timer. This way, you can set it and forget it, and coffee will begin brewing at the same time for you each morning, provided you fill it the night before (saving you precious time as you're getting ready for work). The smell of brewing coffee will motivate you to get moving—and, of course, the coffee itself will give you a jumpstart.

Establish a "central storage area." Designate a spot on your kitchen counter or coffee table where you leave your cell phone, keys, work ID and anything else you need for work. Before going to bed, make sure all necessary items are there.

Bribe yourself. If all else fails, give yourself an incentive to get out the door on time. If you're on the road by a specific time, you might allow yourself to stop for a latte at your favorite coffee shop.

How do you deal with the morning frenzy? Share your tips in the comments for getting out the door on time.

The Upside to Downtime



DOWNTIME

We all end up with downtime eventually, and how we handle that downtime says much about what kind of employee, and person, we are. Some office workers view downtime as earned time off; they have been responsible, efficient and effective, and their reward is a few free hours between projects. Other employees don't believe in the idea of downtime and think that as long as they're being paid to be at work, they should be working. Most office workers are some combination of the former and the latter.

The important factor is perception. Perception is reality, and during downtime it's dangerously easy to create the perception that you're goofing around and not focusing on your job. After all, what is Henrietta Shillings supposed to think when she walks by your cubicle and sees you updating your Netflix queue, shopping online for a winter jacket or furiously shooting lightning bolts at evil wizards dancing across your monitor? It's important to reward yourself for a job well done, but go for a walk and battle wizards on your smartphone if you must.

But return to work after a reasonable hiatus to use the rest of your downtime in a professionally productive way. Begin by taking care of your office karma and any outstanding office debts you may have. Visit colleagues who have been good to you and ask if you can help them in any way. Don't waste the opportunities that come with downtime. Tell your boss you are seeking more responsibilities. Ask how you can help the team. If no one takes up your offer, return to your desk and organize it so that when your downtime ends, you're ready for work. You'll be surprised about how uplifting downtime can be.

Arranged by Erin

At Arranged By Erin we are determined to bring the benefits of leading a clutter free life to everyone. We focus on teaching our clients not just how to organize, but how to **STAY ORGANIZED**.

We don't offer any "cookie cutter" solutions. Since Arranged By Erin puts our clients needs first, those needs drive the structure of every solution we put into place, so our programs are as unique as our clients themselves.

Whether or not you have been procrastinating organizing the attic or garage for a few months, or have been suffering your whole life from ADD/ADHD or any other disorder that can make common tasks seem daunting, we tailor everything we do around your needs alone.

● Erin Kelly

Join the Lake County Chapter on
Tuesday, November 8, at 6:30 when
Erin Kelly shows us how to
Get Organized & Stay Organized!

Food drive to benefit Northern Illinois
Food Bank —THIS WEEK!
Please donate non-perishable food items
at the meeting!



Meeting located at: CDW 200 N. Milwaukee Ave., Vernon Hills, IL



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