



Lake County Leaders!

Volume 25

November 2010

Message from the President

Hello Lake County Leaders,

I can't believe it is fall already. The end of 2010 is quickly approaching with holiday planning that can make it the busiest time of the year. Managing your time effectively will be imperative. In the next few weeks, I will set some time for me to begin planning for my "end of the year" review. It always sneaks up on me and I always rush through the process, I bet you do the same. So this year, I'm going to be better organized. Here are some ideas:

- Record accomplishments – write down each time you have completed a significant task, project, training or volunteer work.
- Set up a project file that will have a break down of the various projects you completed or still working on.
- Kudos – gather your compliments, recognition for your efforts or anything that reflects on successful interactions.
- Prepare for the "zingers" that would throw you off guard like, "what area do you need improvement?"
- Set time aside to prepare for your review. Don't wait until the last hour.

You should put the same level of attention to your review as if you were interviewing for the first time. Remember that your accomplishments along with keeping your boss up to date will help your boss remember your efforts.



Marilyn Bell, CAP-OM
President

What's Inside:

Effective Business Writing	2	2010-2011 Programs	6
The Lighter Side	2	Community News	7
Dates to Remember	3	Upcoming Events	7
A Source of Inspiration	3	Birthdays	7
How Well Do You Handle...	4	Passion & Purpose –Certification	8
" " Cont'd	5	E-mail: Converting Issues	9
Are you setting personal boundaries?	5	Never, Never	9
		LCC Chapter Mtg. Flyer	10

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Effective Business Writing

Tips to sharpen your skills

◆ When to use hyphens

Which sentence is correct:

- A) The left-handed athlete won the tennis match.
- B) The left handed athlete won the tennis match.

The correct answer is “a” - and here’s the reason why:

Test Yourself

The two words in front of the noun “athlete” express one idea and can’t stand alone.

Look at it this way: You wouldn’t say the “left athlete” or the “handed athlete,” would you?

So left-handed in this case takes a hyphen.

Test yourself on these sentences:

1. a) That thin-pretty woman is my older sister.
b) That thin, pretty woman is my older sister.
2. a) He works in a four-story building near here.
B) He works in a four story building near here.

Answers: 1. b. The adjectives “thin” and “pretty” can be used separately, so no hyphen is needed. 2. a. “Four” and “story” must be used together to make sense.



The Lighter Side

What’s wrong with this machine?

It’s not always obvious how to operate office equipment.

Take this story of a manager trying to fax a document:

Manager: “I can’t get this fax to work!”

Admin: “What’s the problem?”

Manager: “I sent a fax, and the recipient said all she received was a blank page.”

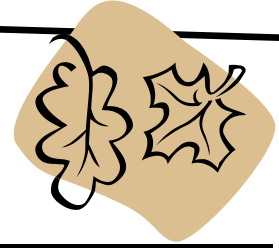
Admin: “How did you load the sheet?”

Manager: “I didn’t want anyone else to read it. So I folded it in half!”

Source: jokesduniya.com

Important
DATE!

DATES TO REMEMBER



November 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 Brenda Stefanowski's Birthday	5	6 Debra Choc's Birthday
7	8	9 LCC Chapter Mtg	10	11	12 .	13
14	15	16	17 New Member Webinar—HQ	18	19	20
21	22	23	24	25 Thanksgiving	26	27
28	29	30				

A Source of Inspiration

PASSION & PURPOSE
LAKE COUNTY CHAPTER



"Wheresoever you go, go with all your heart."

- Confucius

"Failure is taking the path that everyone else does, success is making your own path."

- Unknown

When you chose not to decide you have already made a choice!

- Unknown

Everyone is necessarily the hero of his own life story

- John Barth



How well do you handle pressure?



HAVE YOU EVER noticed how some people seem to thrive on pressure (think of former New York Mayor Rudy Giuliani), while others have trouble coping with even a small amount of stress? The degree to which we can handle pressure tends to be a natural part of our personality, yet there are some steps we can take to improve our ability to cope gracefully with pressure on the job. Try this quiz to assess your ability to handle pressure. Mark each statement *true* or *false*, then read the scoring instructions and suggestions at the end.

1. **I enjoy working in a fast-paced environment where I never know what might happen next.**
2. **A day where nothing goes as expected leaves me feeling drained.**
3. **I often have trouble sleeping, because I lie awake and worry about problems at work.**
4. **I am usually able to maintain my composure in tense or stressful situations (such as dealing with angry customers).**
5. **I enjoy the challenge of working hard to meet a tight deadline.**
6. **I try to plan my workdays carefully and feel annoyed or upset when something interferes with my plans.**
7. **I have volunteered to take on challenging assignments, knowing they would come with a fair amount of responsibility.**
8. **If I could, I would trade my job for one with fewer problems to handle.**
9. **I like being in the spotlight and don't mind if others look to me for leadership and decisions.**
10. **I get bored easily with most jobs and am always looking for ways to make my work more interesting.**
11. **I would prefer a job that is steady and predictable to one where things are constantly changing.**
12. **I enjoy a spirited debate, whether I'm a participant or a spectator.**

Give yourself five points for each "true" response you gave to questions 1, 4, 5, 7, 9, 10, and 12, and five points for each "false" response you gave to questions 2, 3, 6, 8, and 11.

If you scored between 45 and 60, it's likely that you thrive on pressure, and you may even need a certain amount of it to enjoy your work. You likely handle tense and stressful situations in a calm, cool, and collected manner, making you a good person to have around in emergencies. However, keep in mind that every job, no matter how exciting it is, comes with a certain amount of drudge work that needs to be done.

If you scored between 25 and 40, you likely handle pressure about as well as most people. However, when things become more stressful than usual, the tension may take its toll on your health and your ability to function productively.

How well do you handle pressure?, Cont'd



Periods like this may require that you take better care of yourself than usual (by getting extra sleep and exercise) and incorporate some new stress management habits (such as daily meditation) into your life.

If you scored between zero and 20, you likely prefer situations that are stable and predictable, and you may quickly feel the impact on your health and productivity when circumstances change rapidly. You can take steps as well for the future; start by taking an intensive stress management program that teaches you how to reduce the stress, improve your ability to handle pressure you feel in high-pressure situations. Begin putting yourself in situations that require you to gradually move outside of your comfort zone.

While you may never welcome pressure with open arms, you will improve your ability to cope with tense situations with composure and clearer thinking.

Source: Office Professional

Are you setting personal boundaries?

One quick training exercise that'll help protect your time

We all want to feel a sense of accomplishment in our jobs, help other people and find time for ourselves.

That's a tall order, considering so much of our time is filled with tasks that needed to be done yesterday!

Try this simple exercise

The Key?

Life coach Cheryl Richardson says setting personal boundaries can improve our lives.

Try one of Cheryl's exercises to get started.

See how *you* would complete the following sentences—we put some suggestions in parentheses:

1. **People may not...**(raise their voice at me; go through the items on my desk; make fun of me).
2. **To protect my time, it's OK to...**(turn down a volunteer activity; ask others to help me out).



2010—2011 Programs



Lake County Chapter 2010–2011 Programs

Meeting Location: CDW
200 N. Milwaukee Avenue

Date	Presenter	Topic	
11/09/2010	Seema Jain and Osmon Keskin Marriott Corporation	Meeting Planning 101	This interactive course will assist you in successfully budgeting your future meetings, teach you how to negotiate with hotels, and more!
			11/9/10 - Meeting Location Change Courtyard by Marriott, 505 Milwaukee Ave., Lincolnshire,
12/14/2010	TBD	Holiday Party	
01/11/2011	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.
02/08/2011	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.
03/08/2011	Tom Weber	Discovering Your Memory Power	Interactive, fun workshop about the power of memory. Learn benefits of improving your memory.



PASSION & PURPOSE
LAKE COUNTY CHAPTER



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>

New Member Webinar - 11/17 go to membership@iaap.org for information to sign up.



International Association of
Administrative Professionals®
Lake County Chapter

Upcoming Events

CPS and CAP Exams

November 5-6, 2010

Spring Conference

March 7-9, 2011

Tampa, FL

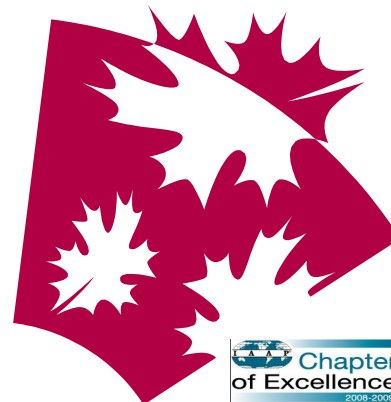
Administrative Professional Week

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

Happy Birthday

11/4 Brenda Stefanowski

11/6—Debra Choc



Chapter
of Excellence
2008-2009

You too can Find the Passion & Purpose in Certification



CONGRATULATIONS to everyone who took the exam this November—I bet you are relieved that your hard work and effort came to a conclusion! I remember when I took the exam, I was just worn out and was really happy that I took it with my fellow study group members. Remember, if you met someone at the test, keep in touch with them. After all networking is a huge benefit!

If you took the exam, you are showing your willingness to take risks, to grow and move ahead of your colleagues. If not, what is stopping you from pursuing certification? If you feel like you are just doing the same thing day after day, why not give yourself a new goal? A major goal can focus your energy and time to doing something you can be proud of accomplishing. Think about it, how good would it feel to say CAP after your name? Certification shows your current employer your initiative and your self-starter attitude. It also brings new skill sets and knowledge to enable you to move within your company to other administrative roles. It truly opens your world to new possibilities and the best part, in today's economy, how you set yourself apart determines your future opportunities, giving you the edge, for you to be chosen from the résumé filtering process to interviews.

What is YOUR five year plan? Where do you see yourself? We all operate best when we are inspired to do something and believe we can achieve it. When you become certified you can command a 7% higher salary (according to Office Team), and some companies pay for the exam and offer bonuses for passing. Most importantly by certifying you will learn so much you can use and apply, you will find that knowledge goes a long way to 'getting' what your boss is focused on and giving you the opportunity to be a better business partner.

I challenge everyone not certified to pull down the application packet and review guide from the website <http://www.iaap-hq.org/prodev/certification/exams.html>, look at the questions and fill out that application to use it as a stepping stone to advance your career. After all you are in charge of your career! If you believe, you can achieve. I believe in you!

Ann McKeveit, CAP
2010-2011 ID Certification Chair



E-mail: What to do about formatting issues



When converting to PDF isn't an option

Do you ever get frustrated if the formatting you've carefully put into a document doesn't show up when you send it as e-mail?

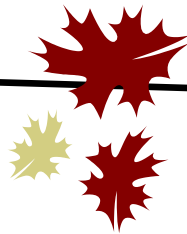
Of course, the best solution is to convert your Word document into PDF format.

Less is more

But what if you can't convert your document to another format?

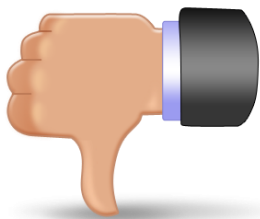
Here's what Katie Gatto at OfficeArrow.com recommends:

- **The less formatting the better:** Forget the bullets and fancy borders. Stick with the basics, making use of uppercase, bold font and lots of white space.
- **Go with safe fonts:** These may not be the prettiest, but they generally don't cause formatting problems; Arial, Tahoma, Courier, Verdana, and Times New Roman
- **For images, send JPEG or .jpg files.**



Never Never

In determining subject-verb agreement, never be confused by prepositional phrases that appear between the subject and the verb. For example:



INCORRECT: One of the executive assistants *are* leaving our team.

CORRECT: One of the executive assistants *is* leaving our team.

To check your choice of verb, omit the prepositional phrase "of the executive assistants." This leaves you with "One...is."

International Association of Administrative Professionals®
Lake County Chapter
Tuesday, November 9, 2010
6:00 PM

Meeting Planning 101

Please join us for an interactive and fun session designed to improve your meeting planning skills.

This session will be packed with information which will help you be better prepared to plan meetings for your company, and will include skills that you can use in your personal life. The experienced instructors will help you understand the overall process for meeting planning and budgeting.



You will:

- Learn how to negotiate with caterers—what are their costs, what is the value to you and to the hotel
- Learn how you can move services around to get a better price—negotiate "loaded in" staff service charges to your advantage
- Hear insider tips and tricks from the food manager and account manager, and how to use these tips to your benefit
- Receive a meeting planning tool after the session

Each table group will work with a laptop loaded with the meeting planning tool to complete their assigned project. The goal will be to negotiate a contract and come under your assigned budget. To increase your learning each group will share their negotiation strategy. Everyone will receive a take home gift.

After the session each participant will receive the meeting planning tool via email. This spreadsheet is loaded with formulas for calculating expenses and includes many categories—more than you might have thought to include.

About Our Presenters

Seema Jain
Account Executive
Marriott Corporation

Osman Keskin
Director of Sales and Catering
Marriott Corporation

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

Lincolnshire Marriott Courtyard
505 Milwaukee Ave
Lincolnshire, IL

