

Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of
Administrative Professionals®

Deb Feinberg CAP, Editor

December 2009

President's Message

The cool air of winter has finally arrived...the winter holidays are just around the corner, 2009 has just about run its course and 2010 is just waiting to begin. Isn't this a fun time of the year? The holiday season officially starts at Thanksgiving with a huge meal, followed by Black Friday when the frenzy of holiday shopping begins! After the shopping is finished, there is decorating, cooking and baking to do before the celebrating begins! Finally beginning on the 11th of December the winter holidays start: first, Hanukkah on the 11th, followed by Christmas on the 25th and Kwanzaa on the 26th and the real fun begins – spending time with family and friends.

I hope you all have a very happy holiday season.

Annette Newcomb CPS
President



2009-2010 Officers

President

Annette Newcomb CPS

President-Elect

Deb Feinberg CAP

Vice President

Jena Creter CAP

Secretary

Diane Kunkle CPS/CAP

Treasurer

Gloria Gordon CAP

Inside This Issue

| | |
|--|-----|
| Member Spotlight..... | 2 |
| Important Dates | 2 |
| Anniversaries & Birthdays..... | 2 |
| International News | 3 |
| Pennsylvania Division News | 4 |
| Northeast District Scoreboard..... | 4 |
| Harrisburg Chapter News | 5 |
| Member Information | 6-7 |
| Tips & Tricks..... | 8 |
| Harrisburg Chapter Contacts | 8 |
| Roster Update Form..... | 9 |
| January Membership Meeting Reservation Form..... | 10 |

POWER
of
Commitment
Harrisburg Chapter
Making a Difference!

Member Spotlight – Wendy Snavelly CAP



This month's spotlight turns on Wendy Snavelly CAP. Wendy was presented with the Harrisburg Chapter's *second* GEM award at our November Membership meeting. The GEM Award (which stands for "going the extra mile") is presented to a member in each Division on behalf of the Northeast District for going above and beyond. Wendy was nominated by Pennsylvania Division President, Diana Comber, and Pennsylvania Division President-Elect Cathie Hoke CPS/CAP for creating online CAP flash cards for her study mates as well as an online calendar and Facebook group for class participants and enlisting business leaders as adjunct facilitators for the 2010 certification class. Wendy had a busy 2009 – in January she joined the Harrisburg Chapter of

IAAP, in May she sat for *and passed* her CAP exam and in September she began co-chairing the Chapter's Certification Committee. Wendy is an Administrative Assistant at Hershey Entertainment & Resorts. Congratulations, Wendy. You are a true asset to this Chapter, this Division and this organization.

Important Dates

January 2010

- 11 Board Meeting
- 18 Harrisburg Chapter Membership Meeting
- 18 Cell Phone Collection and Food Drive

February 2010

- 8 Board Meeting
- 15 Harrisburg Chapter Membership Meeting
- 15 CPS/CAP Exam Registration Deadline
- 15 Cell Phone Collection and Food Drive

March 2010

- 8 Board Meeting
- 8-10 Professional Education Conference
- 15 Harrisburg Chapter Membership Meeting
- 15 Cell Phone Collection and Food Drive

April 2010

- 12 Board Meeting
- 19-23 Administrative Professionals Week
- 21 Harrisburg Chapter Membership Meeting
- 21 Cell Phone Collection and Food Drive

May 2010

- 7-8 CPS/CAP Exams
- 10 Board Meeting
- 14-16 PA Division Annual Meeting
- 17 Harrisburg Chapter Membership Meeting
- 17 Cell Phone Collection and Food Drive

June 2010

- 14 Board Meeting
- 21 Harrisburg Chapter Membership Meeting
- 21 Installation of Officers/Membership Meeting
- 21 Cell Phone Collection and Food Drive

July 2010

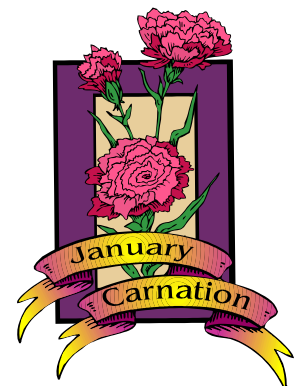
- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting



Anniversaries & Birthdays

| | | |
|-----------------------|--------------------------|--------|
| January Anniversaries | Anniversaries | |
| | Nancy Deibler | 1 year |
| | Wendy Snavelly CAP | 1 year |

| | | |
|-------------------|------------------|-------------------------|
| January Birthdays | Birthdays | |
| | 5 | Jere Williamson MOS/CPS |



International News



Susan Shamali CPS/CAP
Power of Commitment
2009-2010 International President
International Association of Administrative Professionals®

As of press time, International President Susan Shamali's December address was not available. Check her blog at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Directory/Profile/Default.aspx?UserKey=cfecd5b5-f6a5-401a-98fa-3dc975092e0f> for her latest address.

Coming in 2010 – New One-Day Workshops

Be watching for the list of educational workshops coming in 2010! Topics include: Minute Taking, The Amazing Assistant and Business Writing. Complete details and schedules will be announced at a later date.

Webinars

Would you like to attend a workshop but don't think you can be away from your desk to attend a day-long workshop? Then a webinar might be just the thing you need. A webinar is a web-based-seminar. It can be a presentation, lecture, workshop or seminar transmitted via the web. Webinars can be a one way presentation or interactive with participation in addition to the presentation. Check out [this link](#) to see the latest offering by Headquarters.

Call for Nominations

Applications to serve for one-year appointments to the 2010-2011 International Bylaws and Standing Rules Committee, Committee on Nominations or Retirement Trust Foundation Committee are now available. These positions become effective at the close of International Education Forum and Annual Meeting in Boston, July 2010.

There are two forms in the link below. One is the Application for Appointment to International Committees. This is for appointment to either the Bylaws and Standing Rules Committee or Committee on Nominations. The other form is the Application for Appointment to the Retirement Trust Foundation Committee. The forms each have the functions and responsibilities pertinent to the committees on page 2. Please note the e-mail deadline of February 1, 2010 for all committee nominations. IAAP does not require chapter recommendations and signatures for those members wishing to volunteer for IAAP International Committees. No recommendations or signatures are required for the Retirement Trust Foundation Committee either. Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

Applicants applying for committees must e-mail the entire application **no later than 5:00 pm EST February 1, 2010**. Applications for International Committees are to be e-mailed to [International President Elect Mary Ramsay-Drow CPS/CAP](#), with a copy to [Governance Coordinator Cindy Long](#). Retirement Trust Foundation Committee applications are to be e-mailed to [Retirement Trust Foundation Chairman Kathy Hampton CPS/CAP](#), also with a copy to [Governance Coordinator Cindy Long](#).

Both of the forms may be downloaded from the IAAP web community and submitted via e-mail. This link will take you to the documents after logging in - [Committee Applications](#)

2010 Education Forum and Annual Meeting – Boston, Massachusetts

Minneapolis was fabulous so plan now to attend next year in Boston – July 18-21, 2010. Look for information at www.iaap-hq.org. Want to attend EFAM but can't swing the cost – volunteering can help defray some of the cost of registration. The 2010 EFAM Volunteer Chair is our very own Dawn Hall CAP. You may contact her via e-mail at dmariehall@verizon.net

PENNSYLVANIA DIVISION NEWS

2010 Pennsylvania Division Annual Meeting May 14-16, 2010

I know you are all as excited as I am about the upcoming 2010 PA Division Annual Meeting being held at the Wyndham Gettysburg – right in our own backyard. It is not too late to lend your support – sign up to help on a committee – trust me when I say there is plenty of work to do so the more the merrier. Contact Harrisburg Chapter Coordinator [Maggie Ruff CPS](#) for more information. Don't be left out – it is going to be a great time to “*Make History with IAAP – Your Gateway to Success.*”

Since June 2008, Membership and Scoreboard Reports from International have been unavailable. Therefore, no Northeast District Scoreboard information has been reported to you in previous editions of Sketches. Membership reports are once again available; however, the Scoreboard information is not yet up-to-date (still showing information from June 30, 2008). Below is a Northeast District Membership Report utilizing information from International's web site. Once the Scoreboard information is available, I will resume reporting the Northeast District Scoreboard.

Northeast District Membership Report Reporting Period June 30, 2009 – November 30, 2009

| Division | Number of Members (includes Members At-Large) | | Net Gain (loss) |
|------------------------------------|--|----------|-----------------|
| | 6/30/09 | 11/30/09 | |
| New Jersey | 889 | 875 | (14) |
| Greater New England Division | 817 | 780 | (37) |
| Pennsylvania | 601 | 574 | (27) |
| New York State | 547 | 515 | (32) |
| NE Member At-Large/Member At-Large | 488 | 453 | (35) |
| Northeast District totals | 3,342 | 3,197 | (145) |

Harrisburg Chapter News

Committee Happenings

Community Service Committee

The Community Service Committee continues to collect old cell phones and chargers for the YWCA. They are refurbished and given to men and women in domestic violence situations. We are also collecting food for the food bank. All non-perishable food items should be brought to the board or membership meetings. We will be continuing this drive until June. If you have any questions, please contact [Lynn Farina CPS/CAP](#), Committee Chair

Professional Development Committee

We all know times are tight and many employers are cutting back and sometimes that means fewer funds for educational opportunities. IAAP may be able to help. Check out our [web page](#) to see if you qualify for Professional Development funds or contact [Deb Feinberg CAP](#), committee chair, for more information.



Retirement Trust Foundation

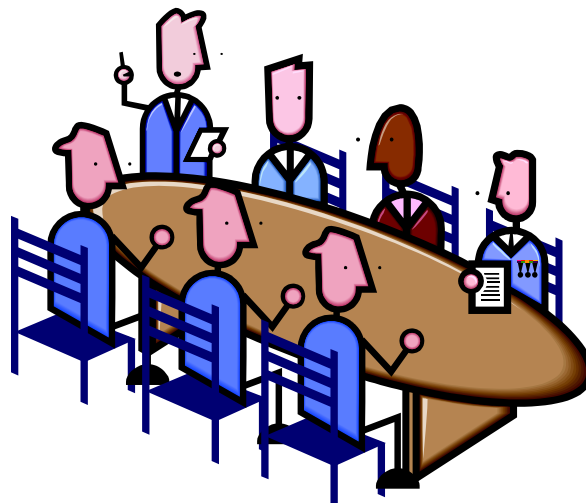
Thanks for your continued support of the RTF. We raised \$75 from the Christmas Surprise Basket raffle at November's meeting; Juanita Mort CAP was the lucky winner.

Our total for the year so far is \$157.50.

Remember, your donations help the Trust to continue "**Helping Our Own**". [Kathie Hook CPS/CAP](#), Committee chair

Ways & Means Committee

The Ways and Means Committee is seeking donations for January's wine themed basket. Please contact [Traci Fulton CPS](#) or [Abbey Coburn CPS](#), committee co-chairs, if you have donations.



Member Information

CERTIFICATION

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

IAAP offers certification in the form of the Certified Professional Secretary® or CPS® and the Certified Administrative Professional® or CAP®. The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading.

Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology

The CPS designation is based on a three part test encompassing the following topics:

OFFICE SYSTEMS AND TECHNOLOGY:

Software/Managing Physical Resources
Computer Hardware, Systems, and Configuration
Document Layout, Design, and Reproduction

OFFICE ADMINISTRATION

Records Management
Communications (verbal, written, rules of grammar, & business etiquette)

MANAGEMENT

Human Resources
Accounting
Communications (nonverbal, presentation techniques, professional protocol, & legal issues)

The CAP designation is based on the CPS exam plus a fourth topic of Advanced Organizational Management.

The exams for these designations are held the first weekend in May and November. You must pass all parts to achieve the designation. If you wish to use both the CPS and CAP designation, you must pass the CPS test first and then take the CAP test. If you take them all together, you would just be able to use the CAP designation.

When using your designation, you do not put a comma between your name and the designation. IAAP HQ's systems do include a comma but they acknowledge it is incorrect. An example of the proper use of the designation is:

Dawn Hall CPS or Dawn Hall CPS/CAP or Dawn Hall CAP

After achieving the designations, you must recertify them every five years. You must accumulate 90 points in the following areas:

Education
Experience
Leadership
Elective

You must recertify by the end of the month in which you certified. So if passed your exam in May of 2009, you must recertify by the end of May in 2014. It is not difficult to accumulate the 90 points needed. Attending chapter, division and international seminars and conferences will help along with college courses, participating in your chapter or division as a committee chair or servicing as an officer.

You may wonder why we repeat the person's designation each time their name is read. We do so to show respect for their accomplishment.

If you have any questions about certification or recertification, please contact our Certification Committee Chairs, Wendy Snaveley CAP and Kelly Ferrara CAP.

Member Information II

ETIQUETTE TIPS

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

In this time of technology, we forget the simple, every day courtesies we should show each other. The following is a list of business and personal etiquette tips you might find useful.

Each month a new tip will be added.

NAME TAGS:



Wear name tags on the right so that when someone is shaking your hand, they can see your name tag. It helps them remember your name.

GREETINGS:

Women should stand, if sitting, when greeting someone. Always extend a hand and say an appropriate greeting. Repeating the person's name will help you remember it as well.



Give a solid handshake—no limp handshakes.

EMAIL:



Always put something in the subject line. People are more likely to delete e-mails without a subject, especially if they do not recognize your name or e-mail address. If it is IAAP related, start it with IAAP.

Do not use all caps as it is considered yelling at someone. Treat e-mail like any other business correspondence and use punctuation, grammar, spell check and keep it brief and concise.

CELL PHONES:

In all meeting settings, turn them off or on silent or on vibrate. You shouldn't have to be reminded to do so but if you are, do it.



Do not text during meetings—pay attention to the presenter.

Do not take calls at a restaurant table. If you must take a call in any situation, excuse yourself from the table/meeting. Those dining with you or sitting near you shouldn't have to stop talking or listening to a presenter so you can have your conversation.

Tips & Tricks

Word

Instantly deactivate all hyperlinks or fields in a document (Word 2000/2002/2003/2004)

Sometimes, you may want to deactivate hyperlinks so they act like regular document text. In fact, you may have wanted to do the same with field codes, too. Instead of digging around in dialog boxes and shortcut menus to solve the problem, Word offers two shortcut keys you can use to accomplish either task.

First, place the insertion point anywhere within the hyperlinked text or field you want to deactivate. (If you're deactivating a hyperlink, be careful not to launch it.) Or, if you want to simultaneously strip all the hyperlinks and field codes in your document, begin by pressing [Ctrl]A to select the entire document ([command]A in Word 2001). Next, press [Ctrl][Shift][F9] or [Ctrl]6 ([command][shift][F9] or [command]6 in Word 2001). Word removes any selected hyperlinks and fields—without disturbing their original display text.

Keep in mind that if your hyperlink's display text is different from its URL, the URL stored behind the scenes is stripped along with the hyperlink—only the display text remains.

Excel

Travel back a few centuries — convert your numbers to roman numerals (Excel 2000/2002/2003/2004)

Sometimes Excel's vast options for computing and communicating data are surprising. For instance, if you need to convert a set of numbers to roman numerals but you can't seem to get your L's and your V's straight, let Excel do the work for you.

There's a little-known function in Excel's arsenal called the ROMAN function. You can use this function to convert a static number (i.e., =ROMAN(145)) to a roman numeral. Or, just as you would with any other function, you can use a cell reference. For example, =ROMAN(A1) will convert the value in cell A1 to a roman numeral.

Just keep in mind that the ROMAN function cuts off its values to make them integers. If you type 46.8 in cell A1, cell A2 still returns XLVI. Also, you can't convert numbers larger than 3999, and negative numbers will produce an error.

Name Badges



NEED A NAME BADGE?

New or updated?

You can now order one by visiting the Recognition Specialties website at:

http://nicebadge.com/cart/gi-iaap-harrisburg-chapter-c-2_234_1955.html

You can order and pay on-line, and the badge will be shipped directly to you.

Roster Update

If any of the following information has changed for you within the past year, then you need to complete a [Roster Update Form](#) (page 9).

- | | |
|------------------------|---|
| ■ Name | ■ Employer |
| ■ Home or Work Address | ■ Position Title |
| ■ Home or Work Phone | ■ Executive |
| ■ Home or Work Email | ■ Home or Work Preference for Phone, Email |
| ■ Fax | ■ Committee Participation (Chapter/Div./Int.) |

If you are a new or newer member and have not completed a [Roster Update Form](#), please complete one so that we can ensure that we have accurate information.

Harrisburg Chapter Contacts

Annette Newcomb CPS,
President

309 Short Street
Harrisburg, PA 17112

h: 717.566.0385

w: 717.534.8941

w: anewcomb@hersheypa.com

Deb S. Feinberg CAP,
President-Elect

19 Cherish Drive
Camp Hill, PA 17011

h: 717.737.3504

c: 717.265.4573

h: deb.s.feinberg@gmail.com

Harrisburg Chapter 2009-2010 Roster Update

| | | | |
|------------------|--|-------------|-----------|
| Name: | | Join Date: | Birthday: |
| Street Address: | | Home Phone: | |
| City, State, Zip | | Home Email: | |
| Employer: | | Work Phone: | |
| Title: | | Work Fax: | |
| Executive: | | Work Email: | |
| Work Address: | | | |
| | | | |

Preferred Phone Contact: Home Work

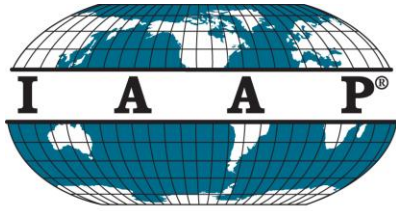
Preferred Email Contact: Home Work

Preferred Address Contact: Home Work

Please send this information to:

Dawn Hall CAP
137 Atmore Street
Harrisburg, PA 17112
Fax: 717-796-3625

dmariehall@verizon.net or dawn@maicltd.com



International Association of
Administrative Professionals®

Harrisburg Chapter



Monday, January 18, 2010

Four Points by Sheraton
Harrisburg

800 East Park Drive
Harrisburg, Pennsylvania

Cost: **\$20.00**

5:30 PM . Registration/Networking
6:00 PM . Dinner
7:00 PM . Program and Business Meeting

Menu


Tossed Salad
Basil Encrusted Chicken with
Tomato Cream Sauce
Wild Rice Pilaf
Garden Vegetables
German Chocolate Cake
Coffee and Iced Tea

Program

To Be Announced
(but will be educational)

IMPORTANT RESERVATION INFORMATION:

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, January 11, 2010 — Please DO NOT mail checks after this date. Call-in reservations to Jena Creter CAP (717-534-3190) must be received no later than noon on Thursday, January 14, 2010 — payment is required no later than Monday, January 18, 2010.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, January 14, 2010. **Any cancellations or no-shows after the Cancellation Deadline will be charged.**
- ⊙ **Reservations & Payment:** Complete and mail reservation form along with a check made payable to Harrisburg Chapter IAAP to Jena Creter CAP, Hershey Entertainment & Resorts, 27 W. Chocolate Ave., Hershey, PA 17033.

 Cut or tear here and return the bottom portion along with your payment.

~ Reservations & Payment ~ January 18, 2010

Name _____ CPS CAP
 CPS/CAP

I WILL ATTEND: DINNER & PROGRAM - \$20.00 DINNER ONLY - \$20.00 PROGRAM ONLY

Please list any dietary restrictions _____ Request Vegetarian Entrée

GUEST NAME(S) _____ GUEST PHONE NUMBER(S) _____

GUEST EMPLOYER(S) _____

~ Remember to enclose your \$20.00 check payable to **Harrisburg Chapter IAAP** I need a receipt.