

# Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of  
Administrative Professionals®

Jessie Grove, CPS/CAP, Editor

Harrisburg, PA

December 2010

## President's Message

Harrisburg Chapter Members: Happy Hanukkah, Merry Christmas, Happy Kwanza or just plain Hello! America really is a melting pot – my opening sentence proves that – where we are all free to worship (or not) in our own way with no consequences – religious freedom is a wonderful right. I feel for those in other countries who are persecuted for their religious beliefs and are forced to hide to worship, especially at this time of the year. I also am reminded of those in this country as well as other countries who can worship freely but don't have the means to celebrate as they'd like and thinking about that helps me to remember that I am truly blessed. I hope that you might take a few minutes at this time of the year to stop and think about others – regardless of your circumstances, there is always someone, somewhere less fortunate.

As you hustle through this holiday season, my wish for each and every one of you is that you extend kindness and understanding to others and find peace within yourself.



HELLO!

Happy Holidays!!

Deb Feinberg, CAP  
President

## PASSION & PURPOSE

HARRISBURG CHAPTER

### 2010-2011 Officers

President

**Debra Feinberg, CAP**

President-Elect

**Jena Creter, CAP**

Vice President

**Vicki Gesford, CPS/CAP**

Secretary

**Stacy Shugar, CPS/CAP**

Treasurer

**Debra Leshak**

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*May the  
meaning of  
the season be  
your blessing.*

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## Important Dates

### *December 2010*

18 UCP Gift Wrapping

### *January 2011*

10 Board Meeting  
17 Harrisburg Chapter Membership Meeting

### *February 2011*

14 Board Meeting  
15 CPS/CAP Exam Registration Deadline  
21 Harrisburg Chapter Membership Meeting

### *March 2011*

14 Board Meeting  
7-9 Spring Conference  
21 Harrisburg Chapter Membership Meeting

### *April 2011*

11 Board Meeting  
27 Administrative Professionals Day  
27 Harrisburg Chapter Membership Meeting

### *May 2011*

6-7 CPS/CAP Exams  
9 Board Meeting  
16 Harrisburg Chapter Membership Meeting  
20-22 2011 PA Division Annual Meeting

### *June 2011*

13 Board Meeting  
20 Harrisburg Chapter Membership Meeting

### *July 2011*

11 Organizational Board Meeting  
24-27 International Education Forum & Annual Meeting



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# Anniversaries & Birthdays

January Anniversaries	<b>Anniversaries</b>
	Susan Speicher.....14 years
	Wendy Snavely, CAP.....2 years
	Nancy Deibler, CAP.....2 years
	Kathleen Hillyard.....1 year
Deedra Hardin.....1 year	

January Birthdays	<b>Birthdays</b>
	22.....Nancy Miller



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## INTERNATIONAL NEWS

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Mary Ramsay-Drow, CPS/CAP  
**Passion & Purpose**



Many of us are catching our breath after Thanksgiving and getting ready for December holidays. Commitments seem to pile up and calendars get filled quickly. I hope you take a few minutes from your day to fill out the joint IAAP and OfficeTeam survey sent out last week. This is an annual

joint survey to help with Administrative Professionals Week publicity and for OfficeTeam's annual publication celebrating the administrative profession. Look through your inbox to find the survey link. We can't resend it.

I am personally very excited about IAAP's Spring Conference, Bounce Back—Bounce Higher—to be held in Tampa March 7-9. Over the last few years we've seen companies operate with less staff and fewer resources. These changes have affected our place in the office. Admins continue to be given more responsibilities, expanding the breadth of their original jobs and work experience. This conference will teach you how to rise to the challenge in today's office and meet the demands the new economy has placed on you. In addition to three amazing speakers, we're offering you an optional workshop on March 6 with IAAP favorite Gini Courter. If you sign up for the optional workshop (only \$100) you won't only get cutting edge training in the Microsoft Office Suite but you'll be registered to win an iPad. Don't lose your space. Register today!

It's possible that some of you don't know about the social networking for IAAP, especially about the IAAP Web Community and LinkedIn. We have a fantastic

community for members only. If you haven't taken time to visit the web community, stop by, log in and click around. There are a lot of resources to help you in your job from free podcasts to information sharing on the message boards. LinkedIn is another great resource for admins. Our IAAP LinkedIn group has thousands of members, many of whom are not members of our association. LinkedIn isn't simply an opportunity to network and share ideas but also spread the news about the association and IAAP certification.

The membership department has a webinar that will give an in-depth look at the membership forms you use as a chapter or division leader. Everything from the membership application to the cooperative marketing assistance form will be covered. You can register for a session now.

Mon, Jan 10, 2011 10:00 AM - 11:00 AM CST

Tue, Jan 11, 2011 1:00 PM - 2:00 PM CST

Wed, Jan 12, 2011 3:00 PM - 4:00 PM CST

The latest edition of [Action>Direction](#) has been posted to the web community. These include the actions taken by the board over the past several months.

Since business is now out of the way, please accept my heartfelt wishes for a beautiful holiday season. However you celebrate, I wish you peace and joy and prosperity this month and as we turn the corner into a new year.

Mary Ramsay-Drow, CPS/CAP  
2010-2011 IAAP International President

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# NORTHEAST DISTRICT NEWS

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## It's back!!!!

Since June 2010, Membership and Scoreboard Reports from International have been unavailable. Therefore, the below Northeast District Membership Report is utilizing information from International's web site as of June 2010. Once the Scoreboard information is available, I will resume reporting the Northeast District Scoreboard.

## Northeast District Membership Report Reporting Period June 30, 2010 – August 31, 2010

Division	Number of Members (includes Members At-Large)		Net Gain (loss)
	6/30/09	6/30/10	
New Jersey	889	784	(105)
Greater New England Division	817	745	(72)
Pennsylvania	601	525	(76)
New York State	547	492	(55)
NE Member At-Large/Member At-Large	488	464	(24)
Northeast District totals	3,342	3,010	(332)

## Retirement Trust Fund Foundation (The Trust) Update



Happy Holidays! This is the hustle bustle time of year we celebrate with family and friends, sharing gifts from the heart to those who matter so dearly to us. Many of us also remember those who struggle for resources this time of year, with gifts of financial support. If your giving includes remembering your favorite charities, consider adding the Retirement Trust Foundation to your list. Our mission is to provide housing assistance for administrative professionals, age 55 and older, who are in need. Your generosity provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. This program is accessible by all members within the six districts of IAAP.

If you are already planning your end-of-year giving, please consider a tax deductible donation to the RTF. Go to [www.iaap-rtf.org](http://www.iaap-rtf.org) for more information or to complete an online donation.

Jean Bohinski, CPS/CAP  
Northeast District Representative

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# PENNSYLVANIA DIVISION NEWS

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## 2011 Pennsylvania Division Annual Meeting May 20-22, 2011

The 2011 PA Division Annual Meeting will be held at the Holiday Inn in Clarion, Pennsylvania.

### Division Newsletter

Have you read the latest edition of the Division Newsletter yet? Follow the below link.

<http://www.iaap-pennsylvania.org/IAAPHQ/PADivision/UploadedImages/November%202010%20Newsletter.pdf>

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## HARRISBURG CHAPTER NEWS

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### IAAP/AVERY BOX TOPS CHALLENGE PROGRAM



The Harrisburg Chapter is excited to be taking part in the IAAP/Avery "Box Tops Challenge" program as part of its community service. Even if the chapter does not win an award, we can all be proud of the help we will be providing to a local school. The school we have chosen is Melrose Elementary in the Harrisburg School District. Please start saving Boxtops for Education labels at work on all of your Avery products, and at home on many different products in your pantry. You can bring your boxtops to our monthly membership meetings, or you can mail them to Melissa Wandell, CAP, at 113 Balfour Drive, Mechanicsburg, PA 17050. Let's see how many boxtops we can accumulate this year as we begin this wonderful new opportunity to help in our community.

Melissa Wandell, CAP  
Coordinator, IAAP/Avery Box Tops Challenge

### Certification Update

The November 2010 certification exams have been administered and candidates will be receiving their Performance Reports near the end of the month. The scheduled mailing date from Kansas City is December 21. Performance Reports are mailed directly to each candidate and are not available on the web, via fax, or via email.

As you are aware, changes to the IAAP certification and recertification programs were announced at EFAM in Boston. The document explaining the upcoming changes is attached. Changes to the certification program are effective with the November 2011 exams and changes to the recertification program were effective July 2010. The content outlines and bibliographies are attached.

Metcalf Educational Services will be updating their review materials for the new exams. Once we have tentative dates for those revisions we will post that on our web site. **Prentice Hall will not be providing review materials for the new exams.**

Registration Forms for those candidates eligible to retake current exam parts in May 2011 will be mailed from Kansas City MO around January 15. Retake candidates and new applications need to have their documents and fees into Headquarters' office by February 15.

# COMMITTEE HAPPENINGS

## Community Service Committee

The UCP Holiday Gift Wrapping is just around the corner. See me for more details. We are also supporting the Central PA Food Bank. See the attached flyer for more information

**Annette Newcomb, CPS, 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 Jena Creter, CAP for more information.

**Jena Creter, CAP, Committee Chair**

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## MEMBER INFORMATION

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Are you a new member? Do you have questions concerning your membership? If you missed the opportunity to participate in the "New Member Orientation Webinar," please contact [membership@iaap-hq.org](mailto:membership@iaap-hq.org) for information on the next scheduled Webinar.

### 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](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 Updates

If any of the following information has changed for you within the past year, then you need to complete a **Roster Update Form**.

- |                        |   |
|------------------------|---|
| ■ 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. Please contact [lfarina@dauphinc.org](mailto:lfarina@dauphinc.org) for this form.

### Harrisburg Chapter Contacts

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President**

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**President-Elect**

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Lebanon, PA 17406

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w: 717 534-3190

h: jcreter@hersheypa.com

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## TECHNO CORNER

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To Twitter or not to Twitter, that is the question. MakeUseOf.com has listed the 7 best Twitter lists you should be following:

This is a collection of some of the most popular Twitter lists. You may or may not know the person who built the list, but the people listed are usually worthy of your attention. Following is a variety of lists for you to choose from, too: tech, travel, celebrities, social networking, news, funny, and world leaders. There should be something for everyone.

1. *Breaking News* - This breaking news list has most of the big Twitter news accounts, including Reuters, BostonUpdate, TelegraphNews, TheEconomist, GuardianNews, NYTimes, WashingtonPost, BreakingNews, CNNBrk, WSJ, Time, and numerous others. It's a very easy way to stay on top of news updates.
2. *Funny Top 50* - If you're looking for a bit of humor, this Funny Top 50 list follows comedians and people who tend to be humorous on Twitter – Conan O'Brien is one of the featured accounts. It's good for a quick chuckle.
3. *Celebrities* - Mashable's Pete Cashmore has compiled a great Twitter list of celebrities, featuring all sorts of verified celebrities — musicians, actors, authors, and the like. You will have no need for magazines after reading this list for a while!
4. *Travel* - There's a great travel list made by Gary Arndt of @EverywhereTrip. This list follows just under 500 of the best travel tweeters, giving you ideas for destinations, travel tips, and all sorts of useful advice.
5. *World Leaders* - The world leaders list is a simple, yet effective list built by Twitter's verified accounts. Whenever the President, Prime Minister, or Monarch of a country verifies an account to be a world leader, they get added to this list. It's a fabulous way to stay somewhat informed of the personalities of the people leading our world. Not only do you know it's really the leaders' verified accounts, you usually can rely on changes of government being reflected in the list fairly quickly. Too easy!
6. *Most Influential In Tech* - Scobleizer is well known for being a tech guru, well connected and a hardcore Twitter lister. So, when it comes to his most influential in tech list, you can be sure he has listed some pretty amazing techy people.
7. *Technorati Top 100* - This Technorati Top 100 list wasn't made by someone high-profile, nor is it currently a popular list. It is, however, an excellent idea for a list and I feel it deserves a little more credit. This guy has listed the Twitter accounts of all the top 100 blogs on Technorati (minus a few which don't have Twitter accounts). This means when you follow it, you're basically keeping up with the best news from all of the top 100 blogs at once — unbeatable!

### CHECK THIS OUT

*Google Sites*– <http://www.google.com/sites> – Google Sites is a free online application designed specifically for creating team websites. With Google site you can gather videos, calendars, presentations, attachments, and text into one place and easily share them for viewing or editing by a small group. Although Google Sites is intended for teams, it is powerful enough to create simple public websites with little effort. It includes a number of prebuilt templates and settings for setting appropriate permissions for accessing and sharing the site.

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## EDITOR'S COMMENTS

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I hope you have enjoyed this edition of Sketches, which is prepared for you - the member. Sketches is a great tool for communication and to share hints that may make your work easier. If you have any ideas or would like to share any technical tips, please contact me at [jigrove@verizon.net](mailto:jigrove@verizon.net) or Melanie Conrad, CPS at [mconrad@auditorgen.state.pa.us](mailto:mconrad@auditorgen.state.pa.us). We would love to hear from you.

## Harrisburg Chapter 2010-2011 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:**  
 Lynn Farina, CPS/CAP  
 300 Luther Road  
 Harrisburg, PA 17111  
 717-564-1077  
[lfarina@dauphinc.org](mailto:lfarina@dauphinc.org)

## UPCOMING CHANGES TO THE IAAP CERTIFICATION PROGRAM

Effective November 2011

IAAP's Certification Program will be changing effective **November 2011**. In an attempt to answer as many questions as possible, we've developed this question & answer sheet. We're excited about the upcoming changes, and we hope that you will be too. Our goal, as always, is to maintain a vibrant program that's marketable to the professional community. These changes will help us achieve a much simpler system of expansion with an understandable and easier to explain certification program. If you still have questions after reviewing this sheet, email [certification@iaap-hq.org](mailto:certification@iaap-hq.org).

### **What ratings will now be available from IAAP?**

IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the **CAP** rating. We will also offer a specialty in Organizational Management, the **OM**.

### **When is this change effective?**

November 2011.

### **How will this change affect me if I am currently certified?**

After November 2011, all active CPS ratings will be changed to **CAP**, and all active CAP ratings will be changed to **CAP-OM**.

### **Will the exam format change?**

Yes, the new CAP exam will become a **one-part exam**, testing similar material to our current three-part exam. The OM exam will also be a **one-part exam**, testing similar material to the current Part 4 of the CAP exam.

### **Will additional specialty areas also be offered?**

Yes, in the future, there could be a specialty in technology and software, or in medical administration, and more. At least one year's advance notice will be given prior to each specialty designation being available.

### **When will the Certification Review Guide be updated?**

The preliminary exam outlines are available now; we anticipate new sample questions and an updated bibliography by November 2010.

### **Will review materials be available to study for the new November 2011 exams?**

We will provide both Pearson/Prentice Hall and Metcalf Education with the revised examination outlines by November 2010. Once they give us a revision schedule, we will share that information.

Please keep in mind, the IAAP certification exams are not written from the review materials. The exams are written from the college texts listed in the Certification Review Guide. The review materials are intended as an aid to review something you already know, and are not intended to teach everything that is on the exams.

**Who will be eligible to take the new CAP exam?**

Applicants with no college degree will need four years of verified administrative experience; applicants with an associate degree will need three years of verified administrative experience; and, applicants with a bachelor's degree will need two years of verified experience. All experience must be within the past fifteen years, and must include twelve months continuous with one employer within the past five years. All experience requirements must be met prior to applying for approval to take the CAP exam.

**Will students be able to take the CAP exam or OM specialty exam?**

Students will be eligible only if their experience requirements have been met at the time they apply.

**If I am a new candidate, how do I attain the CAP rating and the specialty designation?**

You can first apply to take the one-part CAP exam, and then after attaining the CAP rating, come back and apply to take the one-part Organizational Management specialty exam.

**OR**

You can apply initially as a candidate for both the rating and specialty and take the one-part CAP exam and the specialty Organizational Management exam at the same time.

**Will the exams still be multiple choice?**

Yes. There is no change in the testing format.

**How many questions will be included in the exams?**

The one-part CAP exam will be 300-350 questions.

The one-part Organizational Management exam will be 150-170 questions.

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**FOR CURRENT CANDIDATES**

**How will these changes affect current CPS and CAP candidates?**

Current candidates, and those applying for the November 2010 and May 2011 exams, will have through May 2011 to complete all parts of the existing exams.

After the May 2011 exams, any CPS candidate who has passed only one part will automatically be moved to the new CAP exam. Any CAP candidate who has passed only one part will automatically be moved to the new CAP exam *and* Organizational Management specialty exam. Any candidate who has passed two parts will be given through November 2011 to complete their final parts.

Complete details will be provided individually to all eligible retake candidates before both the May 2011 and November 2011 exams.

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## UPCOMING CHANGES TO THE IAAP RECERTIFICATION PROGRAM

### How will the recertification requirements change?

Here is a list of the largest changes to IAAP's recertification program:

- The **number of points required** for recertification will be **reduced from 90 to 60**.
- The **Experience** category will be renamed "**Other Certifications**." 5 points will be awarded for each certification, up to a maximum of 20.
- The **Leadership** category will award points for officer or chair positions for committees **active for at least 7 of the 12 months in the IAAP year**. 5 points will be awarded for each position held, up to a maximum of 20.
- The **Education** category will be renamed **Continuing Education** and will tightly follow the **exam outline**; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.
- The **Workplace Projects** category will be eliminated.
- The **Elective** category will be eliminated.

### When will these changes become effective?

These changes are effective **immediately**. However, the Certification Department will accept applications under either the new guidelines or the old guidelines until **April 1, 2011**.

### What topics are covered in the exam outline?

While it's impossible to be exhaustive in a document such as this, the general categories are:

- Computer hardware, systems & configuration
- Document layout, design & reproduction
- Software
- Managing Physical Resources
- Records Management
- Communication
- Human Resources
- Accounting Procedures & Analysis
- Time Management
- Organizational Planning
- Advanced Administration
- Team Skills
- Advanced Communication

**How does this change affect programs that chapters and divisions submit for recertification credit?**  
 With the elimination of the Elective category, chapters and divisions should adhere closely to the exam outline when submitting programs for recertification approval. Look for new application documents soon from the Certification Department. The Recertification Program Application, Directions and What Counts and What Doesn't Count have all been revised and are available on the website and in the web community.

**What IAAP committees "count" in the Leadership category?**

With a very few exceptions, the committees recognized and tracked by the Membership Department will count as fulfilling the requirement. Please consult the "Officers & Committee Chairmen" listing, Document #531 in the Web Community Resource Library, for a list. As a general rule, the committee must be a standing one (active for at least 7 of 12 months) and its work must be far-reaching; not limited to a singular, time-based project or event.

**Why is IAAP changing the requirements for recertification?**

There are many reasons for the changes. First, to bring our program more in line with generally accepted standards for recertification across the board; most programs require 60 hours per recertification period. Over the years, we have also noticed the frustration applicants have had with the nebulous quality of some of our recertification categories. This change attempts to combine these two changes to make for a more tightly defined program that adheres more closely to accepted principles.

Here is a table showing the current system and the changes

Previous Recertification Categories & Points		Revised Recertification Categories & Points	
Points Required	90	Points Required	60
Category Title	Max Points Allowed	Category Title	Max Points Allowed
Education	90 Points (Minimum 30)	Continuing Education	60 (minimum 30)
Experience	30	Other Certifications	20
Leadership	30	Leadership	20
Elective	30		

CONTENT OUTLINE  
 One-Part Certified Administrative Professional Exam  
 Effective November 2011 Exam

Domain	Outline Category	Percentage	Topics
1	<b>Communication</b> Including general knowledge of management/theories	18%	Correspondence, documents & reports
			Grammar (in creating communications)
			Customer service
			Networking
			Team dynamics
			Policies & procedures
			Confidentiality, ethics & legality
2	<b>Organization and Planning</b> Including general knowledge of management/theory	16%	Meeting & travel preparation (Incl virtual & e-vents)
			Time management
			Data compilation
3	<b>Information Distribution</b>	14%	Electronic & traditional processes
			Research
			Security, ethics, legality
4	<b>Records Management</b>	14%	Electronic & manual file management & systems
			Filing rules and standards
			Security & confidentiality of records
			File retrieval, retention, transfer & maintenance
5	<b>Physical and Information Resources</b>	13%	Purchasing decisions
			Maintaining inventory of supplies, forms & software
			Software and equipment training/usage
			Installation & maintenance of equipment/software
			Troubleshoot software & hardware problems
			Office layout
			Basic computer operating & system commands
			Transfer data using various media sources
			Convert documents from one software to another
			Performance of backup & security functions
6	<b>Document Production</b>	13%	Proofreading/editing documents
			Create & edit documents
			Create charts & graphs
			Document finishing
			Preparation of meeting minutes

Domain	Outline Category	Percentage	Topics
7	<b>Financial Functions</b>	8%	Cash & banking transactions
	Including general knowledge of budgeting and financial statements		Make journal entries
			Reconcile electronic fund transfers and bank statements
8	<b>Human Resources</b>	4%	Employee relations
	Including general knowledge of HR legal issues		Maintain production & project records
			Prepare training & procedures manuals
			Participate in the staffing process
			Maintain employee records

Candidates for the new CAP exam will need a general knowledge base in the eight areas listed on this content outline.

The CAP exam will be approximately 350 items.

The testing time will be 4 ½ hours.

Effective with the November 2011 examination  
New CAP Examination Bibliography

Author	Title	Publisher
Bateman, Thomas S. & Scott A. Snell	Management: The New Competitive Landscape	Irwin/McGraw Hill
Bovee and Thill	Business Communication Today	Pearson Prentice Hall
Calkins-Fulton, Patsy J	Technology & Procedures for Administrative Professionals	South-Western Publishing Co
Certo, Samuel	Supervision	Irwin/McGraw Hill
Dessler, Gary	Human Resource Management	Pearson Prentice Hall
Evans, Poppy and Mark A Thomas	Exploring the Elements of Design	Thomson Delmar Learning
Fulton-Calkins	The Administrative Professional Technology & Procedures	Thomson/South-Western
Graham, Lisa	Basics of Design: Layout & Typography for Beginners	Thomson Delmar Learning
Guffey, Mary Ellen	Essentials of Business Communication	South-Western Cengage
Horgren, Harrison, and Oliver	Accounting	Pearson Education
Norton, Peter	Computing Fundamentals	Glencoe McGraw Hill
Oliverio, Pasewark & White	The Office: Procedures and Technology	Prentice Hall Inc.
Read, Judith and Mary Lea Ginn	Records Management	Thomson/South-Western Publishing
Robbins, Stephen P. and Mary Coulter	Management	Pearson Prentice Hall
Schermerhorn	Management	Wiley
Shelly, Cashman & Vermaat	Discovering Computers 2008 Complete	Thomson
Smith, Leila R.	English for Careers	Pearson Prentice Hall

The references listed are actual college texts used to write the examination questions. Use the latest edition (not more than two years old) of at least one of these references or similar college-level textbooks for each major subsection of the CAP examination.

*Note: Many of these books are updated on an annual basis and titles are sometimes changed; using books by the same authors with slightly different titles is appropriate.*

Effective with the November 2011 examination

CONTENT OUTLINE  
 One-Part Organizational Management Specialty Exam  
 Effective November 2011 Exam

Domain	Outline Category	Percentage	Topics
1	<b>Organizational Planning</b>	36%	Critical thinking & decision making
			Strategic planning
			Communicating mission and values
			Allocating resources
2	<b>Advanced Communication</b>	27%	Nonverbal
			Presentation techniques
			Legal issues
			Professional protocol
3	<b>Advanced Administration</b>	23%	Mentoring and training
			Conducting research
			Coordinating projects
			Delegating and empowering
4	<b>Team Skills</b>	14%	Team building & leading
			Group problem solving
			Resolving conflict
			Conducting meetings

Candidates for the Organizational Management exam will also need a general knowledge base from the eight areas tested in the CAP Exam.

The Organizational Management specialty exam will be approximately 175 items.

The testing time will be 3 ½ hours.

Effective with the November 2011 examination  
Organizational Management Speciality Examination Bibliography

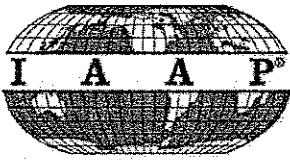
Author	Title	Publisher
Bateman, Thomas S. & Scott A. Snell	Management: The New Competitive Landscape	Irwin/McGraw Hill
Bovee and Thill	Business Communication Today	Pearson Prentice Hall
David, Fred R	Strategic Management	Pearson Prentice Hall
Dessler, Gary	Human Resource Management	Pearson Prentice Hall
Guffey, Mary Ellen	Essentials of Business Communication	South-Western Cengage
Robbins, Stephen P. and Mary Coulter	Management	Pearson Prentice Hall
Robbins & Judge	Organizational Behavior	Pearson Prentice Hall
Schermerhorn	Management	Wiley

The references listed are actual college texts used to write the examination questions. Use the latest edition (not more than two years old) of at least one of these references or similar college-level textbooks for each major subsection of the CAP examination.

*Note: Many of these books are updated on an annual basis and titles are sometimes changed; using books by the same authors with slightly different titles is appropriate.*

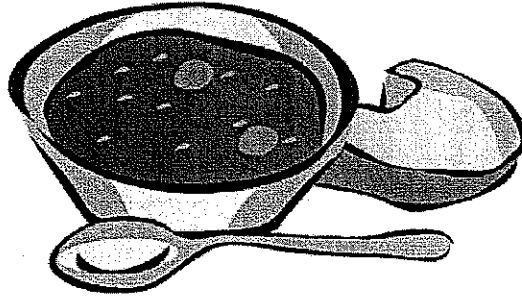
Candidates for the Organizational Management specialty exam will also need a general knowledge base from the eight areas tested in the new CAP exam. References listed for the new CAP exam may also be in writing items for the Organizational Management specialty exam.

Effective with the November 2011 examination



International Association of  
Administrative Professionals®

## **FOOD DRIVE!**



*A Community Services Project for Local Food Banks*

*Please join the Community Service Committee in donating food to the local food banks. The Central PA Food Bank will distribute our donations to various local soup kitchens, food pantries and food banks.*

### *Items needed are:*

<i>Canned Meats</i>	<i>Pasta/Rice/Potatoes</i>
<i>Soups/Stews</i>	<i>Canned or dried beans</i>
<i>Peanut Butter</i>	<i>Packaged meals</i>
<i>Canned Fruit</i>	<i>Pure fruit &amp; Vegetable Juices</i>
<i>Canned Vegetables</i>	<i>Baby food &amp; formulas</i>

*Monetary donations to be used for fresh items*

*Bring your donations to Board & Membership meetings between now and June, 2011. You can also contact a committee member to arrange for pick-up of your donations!*

### *Community Service Committee:*

*Annette Newcomb – [anewcomb@hersheypa.com](mailto:anewcomb@hersheypa.com) or 534-8941*

*Kelly Ferrara – [kferrara@hersheypa.com](mailto:kferrara@hersheypa.com) or 534-8928*

*Georgia Kreiser – [gkreiser@hersheypa.com](mailto:gkreiser@hersheypa.com) or 520-5169*

*Nancy Miller – [nmiller@countrymeadows.com](mailto:nmiller@countrymeadows.com) or 533-2474*

*Thank you for your support!*



# Clip Box Tops and earn cash for your school!

Earn cash for your school every time you shop for groceries. Clip Box Tops from hundreds of your favorite products.\* Each Box Tops coupon is worth 10¢ for your school—and that adds up fast!

## BAKING

- Desserts:
- Betty Crocker® Cake Mix
  - Betty Crocker Complete Desserts®
  - Betty Crocker® Cookie Pouches
  - Betty Crocker® Decadent Supreme
  - Betty Crocker® Frosting
  - Betty Crocker® Gluten Free Brownie Mix
  - Betty Crocker® Gluten Free Cake Mix
  - Betty Crocker® Gluten Free Cookie Mix
  - Betty Crocker® Sunkist® Lemon Bars
  - Betty Crocker® Supreme Brownie Mix
  - Betty Crocker® Variety Dessert Mixes
  - Betty Crocker® Warm Delights® Desserts
  - Betty Crocker® Warm Delights® Minis
  - Reese's® Dessert Bar Mix
- Breads, Muffins and Rolls:
- Betty Crocker® Boxed Muffin
  - Betty Crocker® Quick Breads
  - Betty Crocker® Complete Pancake Mix
  - Betty Crocker® Pizza Crust
  - Bisquick® Baking Mix Boxes
  - Bisquick Heart Smart® Mix
  - Fiber One™ Complete Pancake Mix
  - Fiber One™ Muffin Mix
  - Gold Medal® Flour

## BEVERAGES

- Nestle® Juicy Juice®
- Nestle® Juicy Juice® Bottles (6-pack)
- Nestle® Juicy Juice® Sparkling Fruit Juice (4-pack)

## CEREAL

- Basic 4®
- Cheerios®:
- Apple Cinnamon Cheerios®
  - Banana Nut Cheerios®
  - Berry Burst Cheerios®
  - Chocolate Cheerios®
  - Frosted Cheerios®
  - Fruity Cheerios®
  - Honey Nut Cheerios®
  - MultiGrain Cheerios®
  - Oat Cluster Cheerios® Crunch®
  - Yogurt Burst Cheerios®
- Cascadian Farm® Cereals
- Chex®:
- Chocolate Chex®
  - Cinnamon Chex®
  - Corn Chex®
  - Honey Nut Chex®
  - Multi-Bran Chex®
  - Rice Chex®
  - Strawberry Chex®
  - Wheat Chex®
- Cocoa Puffs®:
- Cocoa Puffs® Combos
- Cookie Crisp®
- Dora The Explorer®
- Fiber One®:
- Fiber One® Caramel Delights™
  - Fiber One® Honey Clusters®
  - Fiber One® Raisin Bran Clusters®
- Golden Graham's®
- Honey Nut Clusters®
- Kix®:
- Berry Berry Kix®
  - Honey Kix®
  - Cinnamon Toast Crunch®
- Lucky Charms®:
- Berry Lucky Charms®

- Chocolate Lucky Charms®
  - Oatmeal Crisp®:
  - Oatmeal Crisp® Almond
  - Oatmeal Crisp® Raisin
  - Raisin Nut Bran
  - Reese's Puffs®
- Total®:
- Total® Blueberry Pomegranate
  - Total® Cinnamon Crunch
  - Total® Cranberry Crunch
  - Total® Honey Clusters
  - Total® Plus Omega 3
  - Total® Raisin Bran
  - Whole Grain Total®
- Trix®
- Wheaties®:
- Wheaties Fuel®

## FROZEN

- Green Giant® Vegetables:
- Green Giant® Bagged Vegetables with Sauce
  - Green Giant® Just For One!® Vegetables
- Pillsbury® Toaster Strudel® Pastries
- Totino's® Pizza Rolls® Pizza Snacks
- Totino's® Crisp Crust Party Pizza®

## MEALS & SIDES

- Betty Crocker® Specialty Potatoes
- Green Giant® Create a Meal®
- Helpers:
- Hamburger Helper®
  - Chicken Helper®
  - Tuna Helper®
- Hamburger Helper® Complete Meals
- Old El Paso®:
- Old El Paso® Dinner Kits
  - Old El Paso® Re-fried Beans
  - Old El Paso® Taco Shells
  - Old El Paso® Tortillas
- Progresso® Soups
- Progresso® Broth
- Suddenly Salad® Mixes

## REFRIGERATED & DAIRY

- Cookies and Bars:
- Pillsbury® Big Deluxe® Cookies
  - Pillsbury® Create 'n Bake® Cookies
  - Pillsbury® Ready To Bake!™ Cookies
  - Pillsbury® Simply Bake® Bars
  - Pillsbury® Simply...™ Cookies
- Breads and Rolls:
- Pillsbury® Breadsticks
  - Pillsbury® Country Italian Bread
  - Pillsbury® Crescent Rolls
  - Pillsbury® Crescent Rounds
  - Pillsbury® Crusty French Bread
  - Pillsbury® Flaky Twists
  - Pillsbury® Grands!® Biscuits
  - Pillsbury® Grands!® Sweet Rolls
  - Pillsbury® Pizza Crust
  - Pillsbury® Simply...™ Biscuits
  - Pillsbury® Sweet Rolls
- Butter, Margarine and Spreads:
- LAND O LAKES® Butter (sticks)
  - LAND O LAKES® Fresh Buttery Taste® Spread (sticks and tubs)
  - LAND O LAKES® Margarine (sticks and tubs)
- Cheese:
- LAND O LAKES® Snack 'N Cheese To-Go®
  - LAND O LAKES® Chunk Cheese varieties in the Dairy Case
  - LAND O LAKES® Sliced Cheese varieties in

- the Self-Service Deli
- ALPINE LACE® Sliced Cheese varieties in the Self-Service Deli
- LAND O LAKES® Eggs:
- LAND O LAKES® All-Natural Eggs
  - LAND O LAKES® Omega 3 Eggs
  - LAND O LAKES® Cage Free Eggs
  - LAND O LAKES® Organic Eggs
- Yogurt:
- Simply... Go-GURT™
  - Yoplait® Trix® Multipack Yogurt
  - Yoplait® Go-GURT® Yogurt
  - Yoplait® Kids Yogurt
  - Yoplait® Kids Yogurt Drink
  - Yoplait® Splitz™

## SNACKS

- Cascadian Farm® Granola Bars
- Chex Mix® Treat Bars
- Chex Mix® Select
- Chex Mix® Snack Mix
- Dunkaroos® Snacks
- Fiber One® Bars
- Fiber One™ Toaster Pastries
- Fruit-Flavored Shapes:
- Batman™ Fruit Flavored Shapes
  - Care Bears™ Fruit Flavored Shapes
  - Create A Bug™ Fruit Flavored Shapes
  - Create A Dino™ Fruit Flavored Shapes
  - My Little Pony™ Fruit Flavored Shapes
  - Polly Pocket™ Fruit Flavored Shapes
  - Fairytale Princess™ Fruit Flavored Shapes
  - Scooby-Doo™ Fruit Flavored Shapes
  - Shark Bites Fruit Flavored Snacks
  - Spider-Man™ Fruit Flavored Shapes
  - Teenage Mutant Ninja Turtles™ Fruit Flavored Shapes
  - Tonka™ Fruit Flavored Shapes
  - Transformers Fruit Shapes
- Fruit-Flavored Snacks:
- Betty Crocker® Fruit Gushers®
  - Betty Crocker® Fruit by the Foot®
  - Betty Crocker® Fruit Flavored Snack Variety Pack
  - Betty Crocker® Fruit Roll-Ups®
  - Fruit Roll-Ups® Crazy Pix™
  - Fruit Roll-Ups® Fruit Stickerz®
  - Fruit by the Foot® Mini Feet
  - Fruit Roll-Ups® Mini Rolls
- Golden Graham® Snack Bars
- Milk 'n Cereal Bars
- Nature Valley® Granola Bars:
- Nature Valley® Chewy Granola Bars with Yogurt
  - Nature Valley® Chewy Trail Mix Bars
  - Nature Valley® Crunchy Granola Bars
  - Nature Valley® Healthy Heart Chewy Granola Bars
  - Nature Valley® Nut Clusters
  - Nature Valley® Roasted Nut Crunch Bars
  - Nature Valley® Sweet & Salty Nut Granola Bars
- Nature Valley® Granola Thins

## JELLY, JAMS & SPREADS

- Welch's® Concord Grape Jelly - 22 oz. Squeezable bottle, 18 oz. & 32 oz. Jars
- Welch's® Concord Grape Jam - 22 oz. Squeezable bottle, 18 oz. & 32 oz. Jars
- Welch's® Strawberry Spread - 22 oz. Squeezable bottle & 32 oz. Jars
- Welch's® Red Raspberry Spread - 22 oz.

- Squeezable bottle
- Welch's® Reduced Sugar Concord Grape Jelly - 18.8 oz. Squeezable bottle
  - Welch's® Reduced Sugar Strawberry Spread - 18.8 oz. Squeezable bottle

## BABY & CHILD CARE

- COTTONELLE® products:
- COTTONELLE® For Kids Flushable Moist Wipes
- GOODNITES® products:
- GOODNITES® Sleep Pants/Sleep Shorts
  - GOODNITES® Underpants
- HUGGIES® products:
- HUGGIES® Baby Wipes
  - HUGGIES® Diapers
  - HUGGIES® LITTLE SWIMMERS® Swim Pants
  - HUGGIES® Natural Care® Wipes
  - HUGGIES® Snugg'n Dry Diapers
  - HUGGIES Supreme® Diapers
- PULL-UPS® Flushable Moist Wipes
- PULL-UPS® Training Pants

## SCHOOL & OFFICE SUPPLIES®

- Avery® Heavy Duty Binders
- Avery® Durable Binders
- Avery® Flexible Binders
- Avery® Silhouette™ Binders
- Avery® Recycled Chipboard Binders
- Avery® Index Maker Dividers
- Avery® Insertable Dividers
- Avery® Write-On Dividers
- Avery® Ready Index Dividers
- Avery® Sheet Protectors
- Avery® Report Covers
- Avery® Glue Stic
- Hi-Liter® Brand Highlighters
- Marks-A-Lot® Dry Erase Markers
- Marks-A-Lot® Permanent Markers
- Avery® Light T-Shirt Transfers
- Avery® Dark T-Shirt Transfers
- Avery® Stretchable T-Shirt Transfers
- Avery® Sticker Paper
- Avery® Magnet Sheets
- Avery® Address Labels
- Avery® Shipping Labels
- Avery® File Folder Labels
- Avery® ID Labels
- Avery® Name Badges

## STORAGE BAGS & CONTAINERS

- Storage Bags:
- Ziploc® Brand Big Bags
  - Ziploc® Brand DoubleGuard® Freezer Bags
  - Ziploc® Brand Easy Zipper Freezer Bags
  - Ziploc® Brand Easy Zipper Storage Bags
  - Ziploc® Brand Evolve® Bags
  - Ziploc® Brand Expandable Bottom Bags
  - Ziploc® Brand Flexible Totes
  - Ziploc® Brand Freezer Bags
  - Ziploc® Brand Fresh Produce Bags
  - Ziploc® Brand Sandwich Bags
  - Ziploc® Brand Snack Bags
  - Ziploc® Brand Storage Bags
  - Ziploc® Brand Treat Bags
  - Ziploc® Brand Vacuum Bags
  - Ziploc® Brand Zip 'n Steam™ Bags
- Containers:
- Ziploc® Brand Snap 'n Seal Containers
  - Ziploc® Brand Twist 'n Loc® Containers

## PAPER PRODUCTS

- Bath and Facial Tissue:
- COTTONELLE® Bath Tissue
  - KLEENEX® Anti-Viral Tissue (75 & 112 count)
  - KLEENEX® Facial Tissue (184 Colors, 200, 240 & 300 count)
  - SCOTT® 1000 Count Bath Tissue
  - SCOTT® Extra Soft Bath Tissue
- Towels & Napkins:
- KLEENEX® Dinner Napkins (50 count)
  - SCOTT® Paper Towels
  - SCOTT® Rags in a Box
  - SCOTT® Shop Towels
  - VIVA® Paper Towels
- Wipes:
- COTTONELLE® For Kids Flushable Moist Wipes
  - HUGGIES® Baby Wipes
  - SCOTT® Pre-Moistened Wipes

## DISPOSABLE TABLEWARE & COOKWARE

- Disposable Cookware
- Hefty® EZ Foil® Pans
- Disposable Cups:
- Hefty® Clear Colors Disposable Cups
  - Hefty® Crystal Clear Disposable Cups
  - Hefty® Easy Grip® Disposable Cups
  - Hefty® Zoo Pals® Cups
- Disposable Plates and Serveware:
- Hefty® Crystal Clear Plates
  - Hefty® Diamond Deluxe™ Paper Plates
  - Hefty® Elegantware® Plates and Bowls
  - Hefty® Everyday Foam Plates and Bowls
  - Hefty® Hearty Meals™ Plates and Platters
  - Hefty® Superweight™ Plates and Bowls
  - Hefty® Supreme™ Plates and Bowls
  - Hefty® Zoo Pals® FunTensils
  - Hefty® Zoo Pals® Plates and Bowls

## WASTE BAGS

- Hefty® Cinch Sak® Waste Bags
- Hefty® EasyFlaps® Waste Bags
- Hefty® The Gripper® Tall Kitchen Waste Bags
- Hefty® Kitchen Fresh® Tall Kitchen Waste Bags
- Hefty® Ultra Flex™ Waste Bags

## PRODUCTS WITH LIMITED AVAILABILITY

- Avery® Permanent Markers
- Avery® Label Pads
- Avery® NoteTabs™
- Avery® PocketTabs™
- Avery® Protect & Store™ Binders
- Cereals:
- Boo Berry® Cereal
  - Country Chocula® Cereal
  - Country® Corn Flakes
  - Franken Berry® Cereal
- Desserts:
- Hershey's® Brownie Mix
- Meals:
- Macaroni Grill® Multi-packs
- Refrigerated & Frozen:
- ALPINE LACE® Sliced Swiss Cheese (Club Stores)
- Fiber One® Frozen Muffins

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International Association of  
Administrative Professionals®

Harrisburg Chapter

PASSION &  
PURPOSE

HARRISBURG CHAPTER

### Menu

Soup du Jour

Pan Seared Apricot Chicken w/Rice Pilaf

Vegetable Medley

Banana Cake

Coffee, Hot Tea & Iced Tea

Monday, January 17, 2011

Holiday Inn, Harrisburg East

4751 Lindle Road

Harrisburg, Pennsylvania

Cost: \$20.00

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

## Program

### Resume Development & Interviewing Tips

Rosemary Marino, CCP  
CAREER MANAGEMENT CONSULTANTS, INC.  
(1 Recertification Point Awarded)

#### IMPORTANT RESERVATION INFORMATION:

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, January 10, 2011 — Please DO NOT mail checks after this date. Call-in reservations to Vicki Gesford CPS/CAP (717-534-8901) must be received no later than noon on Thursday, January 13, 2011 — payment is required no later than Monday, January 17, 2011.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, January 13, 2011. **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 Vicki Gesford CPS/CAP, Hershey Entertainment & Resorts, 27 W. Chocolate Ave., Hershey, PA 17033.

#### ~ Reservations & Payment ~ January 17, 2011

Member 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.