

Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of
Administrative Professionals®

Wendy Snavelly, CAP-OM, Editor

Harrisburg Chapter, IAAP

February, 2012

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PRESIDENT'S MESSAGE

Greetings Harrisburg Chapter Members –

While my recollection of the month of February usually includes snow, cold and dreary days, and even boredom, this February has become the exception.

It hasn't been too cold, we haven't had much snow, and boredom has been non-existent. I personally have been extremely busy at work and with my IAAP responsibilities. I, along with Harrisburg Chapter Members, Nancy Deibler, CAP-OM and Helen Wallace, CAP-OM had an opportunity to speak with HACC students. We spoke about our work experience and how our involvement with IAAP influences our professional roles. I also had the opportunity to facilitate a certification review class and meet some great ladies.

I know many others are busy as well. The Administrative Professionals Day/Week Committee is busy finalizing all the details for their event in April and the Seminar Committee has things well underway for their event in May. Find out what else is going on in this edition of Sketches.

Until next month, when we spring forward, continue to make your *leaps to become remarkable!*

Jena

Jena Creter, CAP-OM, President



IMPORTANT DATES

March 2012

- 4 IAAP Spring Conference
- 12 Board Meeting
- 19 Harrisburg Chapter Membership Meeting

April 2012

- 23 APD Event /
Harrisburg Membership Meeting

May 2012

- 8 Seminar
- 14 Board Meeting
- 19 Highmark Walk
- 21 Harrisburg Chapter Membership Meeting

PA Division News

2012 Pennsylvania
Division Annual Meeting

SAVE THE DATE

June 22–24, 2012
Holiday Inn Conference Center
7736 Adrienne Drive
Breinigsville, PA 18031
Hosted by Lehigh Valley Chapter
Allentown, Pennsylvania
and surrounding areas

**Be on the look out for more
information!!!!**

March Anniversaries

Dottie Ecklund	50 Years
Nadine Poorman, CAP-OM	29 Years
Gloria Gordon, CAP-OM	14 Years
Annette Newcomb, CAP	11 Years
Judy Ritner	11 years
Karen Folk, CAP-OM	9 years
Sherry Hoover, CAP-OM	8 Years
Vicki Matteson, CAP	5 years

Birthdays

March 6	Candace White, CAP-OM
March 16	Jodi Mattern, CAP
March 18	Arla Neitz
March 24	Sandra Moritz, CAP-OM
March 25	Dawn Hall, CAP-OM

Northeast District News

What's happening in other Divisions
in the Northeast District?

Visit their websites by clicking the following links:

New Jersey Division
www.iaap-njd.org

New York Division
www.iaap-newyorkdivision.org

Greater New England Division
www.iaap-gned.org

International President's Message

I'm sure you all know that 2012 is a leap year. Everyone gets one extra day this year. How are you going to use it? We're always asking for more hours in a day. Getting an extra day is the next best thing. Here's a small fact for you: Did you know that any year that's not a leap year is called a common year? I find it fitting that the 2011-2012 board theme this year is Making the Leap to Remarkable. Let's all decide today to move beyond the "common year" and make this a year to remember—a year to be remarkable.

We can band together in Making the Leap to Remarkable by getting enthused and committed to the 70/70 Membership Campaign. During our 70th anniversary year, new professional members can sign up for IAAP membership at the international, chapter and division level all for only \$70. That's only if the chapter and division they want to join choose to participate.

By chapters and divisions banding together, signing up and committing to be a part of this, we can grow our membership! Members are what make IAAP a great association. And IAAP is what makes great admins. Share this message with each of your members. Encourage each of them to bring new members into the association. More members equal strong chapters and divisions. We've compiled a 70/70 FAQ from questions the board is getting on the new program. We've also created a 70/70 flyer you can give to members to get them excited about the program. These are located in the web community. You will have to log in to view them.

If you haven't already heard, we're extending the early bird registration rate for Spring Conference until registration is full. Those who want to sign up can only get the early bird extension through a special link. Share this with your members and your co-workers: <http://community.iaap-hq.org/misc/springconf/> I'm excited about all I'm going to learn at Spring Conference. Did you know Gini Courter is giving a tech session on Sunday? I always learn something new I can apply to my job during one of her sessions. I hope to see you there.

It's time to sign up to get certified. Please remind your members that the deadline for registering for the certification exam or the Organizational Management specialty is Feb. 15. Don't let that deadline pass by.

The 2012 EFAM is months away but I know that many of you are trying to make plans and adjust your schedules for the most exciting and educational week of the year. There are a few changes for 2012 and we wanted to make sure you had that information as soon as we nailed everything down. Here's an EFAM 2012 early schedule sheet with a very general breakdown of all the times you'll need for flights in, flights out and hotel rooms.

Thank you for how hard you work for the good of the association and to benefit your members. This month we're debuting something we hope will help you do your job better. The staff at headquarters has created a Marketing Toolbox. Each month, about mid-month, leaders will get a short "toolbox" of two or three marketing pieces you can share with your members. Better yet, included are helpful instructions on how you can use the pieces. Watch for it in your inbox next week. That's about it for this month. Thanks again for all your hard work and dedication. I appreciate all the extra time you put in to make this association great.

Tamra Goodall, CAP-OM
International President

International News

In celebration of IAAP reaching its 70th anniversary, we're offering administrative professionals a special price when they join the association as a new member. From now until December 31, 2012, new members can join IAAP at the chapter, division and international level—all for one \$70 price. Don't put it off. Join today to take advantage of the world's best networking and education for administrative professionals.

<http://www.iaap-hq.org/join>



Harrisburg Chapter News

Community Service

The 2012 Highmark Walk for a Healthy Community Harrisburg will be held Saturday, May 19, 2012. Harrisburg Chapter IAAP had the "A Team" walking in 2011. Please think about joining us again on this fantastic walking adventure. The walk will take place at HACC this year. This year's walk benefits 41 local health and human service organizations.



APW Committee News

The APW Committee has secured Hershey Lodge to host the Annual APW event. The entertainer chosen for this event is Robert Priest, Mind Reader. The Theater of The Mind is a thought provoking entertainment event for structured groups. Working for maximum audience participation, Robert Priest uses the thoughts of audience members to make them the stars of the show. Audiences are amazed as he seems to pull words and thoughts from their minds. Presented with a professional polish and spontaneous wit. Prepare yourself to be dazzled! Visit his webpage at <http://www.robertpriest.com>



Announcement - Brenda Dersham, IT Senior Business Analyst, Hershey Entertainment and Resorts, who has been a facilitator for our CAP® review class has been appointed to be an exam proctor for our chapter area. Many of you know we lost our exam proctor from HACC when Alyse Shaffer retired. This appointment comes at a great time, because our current certification class was planning to travel to Kaplan University, Hagerstown MD for the May Exam. We hope by having a proctor in our area again, it will encourage more participation from the surrounding chapters and especially from our chapter.

Deadline - May 5th Certification Exam was February 15th. Late registrations are still available.

The current Certification Review Class has 7 members (2 are chapter members) and 6 of the 7 will sit for both the CAP and OM exam.

Remember we're putting together a goodie bag for the 7 participants and would appreciate any item you can donate: chocolate, crackers, pretzels, pencils, hand sanitizer, tissues or any other goodie to support the group. Please contact Nancy Deibler, ndeibler@presbyterianseniorliving.org with any questions.

An advertisement for The Retirement Trust Foundation. It features a logo on the left with the text 'THE Trust RETIREMENT TRUST FOUNDATION Admin to Admin Helping Our Own'. The main text is on a parchment-like background and includes a seasonal greeting, a question about retirement needs, and information about Vista Grande retirement home, including a list of priorities and a Q&A section.

Happy Groundhog Day, Happy Valentines Day, Happy February! Spring is just around the corner. Spring is my favorite time of year. The trees and flowers all start budding out. The temperature starts warming up. And, the birds start returning bringing their excitement with the chirping.

Are you excited about the next season in your life? Retirement? Are you ready for retirement? IAAP and The Retirement Trust Foundation can help you with your needs!

A Place In The Sun... For You!

Vista Grande is a retirement home built by The RTF as housing for retired administrative professionals. Retirement living at Vista Grande is by application from people who are 55 and up and priority is given in this order:

- IAAP members and their families
- Former IAAP members and their families
- Administrative professionals who are not members of IAAP and their families
- People who have never been administrative professionals

Q. What is Vista Grande?

A. [Vista Grande](#) is a retirement center built for administrative professionals located in Rio Rancho, N.M., a picturesque mesa northwest of Albuquerque. The land consists of approximately 11 acres and was built in three phases between 1972 and 1983. It has 168 apartments, a community building, lounge, library, crafts room, laundry center, all faiths meditation chapel, a resident nurse, exercise room and management offices.

Q. How large are the apartments?

A. Vista Grande offers one and two bedroom apartments with a wide variety of [floor plans](#). There are both one and two bedroom apartments, ranging from 456 to 807 square feet, with one or two bathrooms. All apartments have kitchens.

We Remember

JOANNE M. DICKEY

1937 – 2012



Joanne Dickey was a long time devoted member of the Harrisburg Chapter.

When she joined the association, it was known as NSA (National Secretaries Association). Proud of her title of “secretary” in the workplace, she weathered the controversy of a name change to PSI (Professional Secretaries International), and later, to IAAP.

Joanne joined the Harrisburg Chapter in December 1973. In “those days” it was required that you be sponsored by another member, and that your boss sign the application.

Joanne was always an active member, serving on or chairing almost all chapter committees. She also served on a number of special committees, including the 50th Anniversary, and the 2000 and 2006 PA Division Annual Meeting Committees. She served as parliamentary advisor to a number of chapter presidents, who fondly remember her stern hand over the board and membership meetings.

During the 1977 – 78 chapter year, Joanne served as chapter president, culminating her journey through the chapter offices.

In 1984, Joanne joined the PA Division Board as secretary. She progressed through the offices, serving as PA Division President in 1986 – 87.

Many members remember Joanne as the secretary to Reverend Robert F. Matthias, Pastor of Messiah Lutheran Church in Harrisburg. Prior to that, Joanne was secretary to Keith Leusehner, Acting Director of the Office of Fiscal Management, Commonwealth of Pennsylvania. She was also secretary to C. Charles Erb, Director of the Office of Fiscal Management, Department of Public Welfare. Joanne worked for the Department of Education prior to joining the Department of Public Welfare.

Joanne was a quiet, private person. Those who had the opportunity to travel with her to various NSA/PSIA/IAAP events and to work with her on committees were fortunate enough to get to know her and call her friend.

She was a friend, a leader and a mentor to many of us.

We’ll miss you, Joanne.

Joanne’s minister, Rev. Suanne Whorl of Charlton United Methodist Church, shared these thoughts about Joanne:

She was a lady of refinement, of integrity, of professionalism and style. She dressed nicely, was fiercely independent, and could make you laugh with her quiet wit. She found things to fill her life and shower her love on – she loved the Phillies, the Eagles and Penn State. She loved to read and she loved being a part of the International Association of Administrative Professionals. She loved Dancing with the Stars, and ... I understand she would call her friend Vida every week...to speculate about who was going home.

—Tribute submitted by Kathie Hlook

Everybody knows Microsoft Word. It's on almost every PC in the world and a fair few Macs as well. However, a lot of users have picked up bad habits, things that detract from the usefulness of the document being created. This article looks at the most common basic errors among Microsoft users.

- Are you ever guilty of pressing the Return key at the top of a document to move the cursor down, perhaps when creating a document to be printed on your company stationery? If so, this means that you are creating a document with unwanted characters at the start. Much better to click on File – Page Setup and change the top margin (in Word 2003) or click on Custom Margins in the Page Layout tab of the Word 2007 ribbon.
- Leaving two spaces after the period which ends each sentence is another common error among users. In fact, one space is fine with modern typefaces since they are proportionally spaced (e.g., the letter “w” takes up more space than the letter “i”). The two space habit is a throwback to the days when people were using typewriters with monospace typefaces such as Elite and Courier.
- The habit of pressing the Return key twice at the end of each paragraph is not a good idea because it creates a sea of extra white space on the printed page. Only one return should be used to end the paragraph. Extra space can then be added using the paragraph spacing commands. To find these options, in Word 2003 or earlier, choose Paragraph from the format menu. In Word 2007, click on the Page Layout tab.
- If a casual user of Word has never had any training, you will often see him or her using the space bar to align columns of text. This sometimes looks as though it's working on screen but when the document is printed, the lack of alignment becomes very apparent. The only sure way of getting columns to align is to press the Tab key.
- Having identified the Tab key as the correct one to use to create columns, many Word users just press the tab key to tab along to the next default tab. The number of times the Tab key is pressed will thus vary, depending on the length of each piece of text. It is much better to set one's own tabs by clicking on the Word ruler. This means that on each line of text, the tab key will be pressed the same number of times between columns.
- Another common mistake among Word users is to manually format text in long documents or perhaps to use the Format Painter. Manually formatting text is fine for single page or short documents but with long documents, it's best to use Word's style feature. That way, if you need to modify the appearance of the document, all you need to do is to modify the attributes of the styles.
- Word has a number of AutoCorrect options which can seem intrusive to new users and who complain about them without attempting to switch them off. To modify Word's AutoCorrect and other settings, choose Options from the Tools menu (Word 2003/2002 etc.) or choose Word Options from the Office button in Word 2007.

Editor's Comment

Can you believe we are already in February? Wow, has the first month flown by. I hope you enjoy this edition of sketches. Special thanks to Kathie Hook for her article on Joanne Dickey.

Please have articles for March Sketches submitted to me by March 12, 2012. Articles may be emailed to me at wsnavely@hersheypa.com.

Note: If anyone would like a copy of Bob Wallace's presentation in January, please email Helen Wallace at hewallac@hacc.edu



Menu

*Fruit Cup
Mango Chicken
Rice
Green Beans
Strawberry Cake*

Monday, March 19, 2012

Holiday Inn, Harrisburg East
4751 Lindle Road
Harrisburg, Pennsylvania
Cost: **\$20.00**

5:30 P.M. *Networking*
6:00 P.M. *Dinner*
7:00 P.M. *Effective Communication*

Program

*Presentation by
Patricia Robinson
Communication Dream Consulting*

*Create a Climate of Open Communication
Manage Non Verbal Behaviors
Engage in Active Listening*

1 Recertification Point

IMPORTANT RESERVATION INFORMATION:

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, March 12, 2012 — Please DO NOT mail checks after this date. Call-in reservations to Helen Wallace, CAP-OM, 221-1300 x 1550 must be received no later than noon on Thursday, March 15, 2012 — payment is required no later than Monday, March 19, 2012.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, March 15, 2012. *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 Helen Wallace, CAP-OM, HACC, One HACC Drive, CS 410, Harrisburg, PA 17110.

~ Reservations & Payment ~ March 19, 2012

Member Name _____ CAP CAP-OM

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.



SAVE THE DATE



Administrative Professionals Week Event

Wednesday, April 25, 2012

Robert Priest
Mindreader

Hershey Lodge

Networking, 5:30 p.m.

Meal, 6:00 p.m.

Speaker, 7:00 p.m.

Cost: \$35.00

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