

Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of
Administrative Professionals®

Deb Feinberg CAP, Editor

February 2010

President's Message

February certainly has a lot going on for being the shortest month of the year. We celebrate Black History Month, Groundhog Day, President's Day and of course, **Valentine's Day!** I hope your February is filled with all good things, especially chocolate!

Our committees have been very busy and have some exciting events planned for this spring. Our APD Committee has planned our annual APD dinner/event for Wednesday, April 21, 2010 and the Community Service Committee is continuing their food drive to benefit the Central Pennsylvania Food Bank until the end of our Chapter year. The Seminar Committee is pleased to announce our 2010 educational seminar taking place on Saturday, March 13. Presenters with expertise from three local companies will provide us with tips and tricks to keep our career skills intact with subjects on effective business writing, resume writing and interview skills, and things you heard in English class but thought you would never use! Recertification points will be awarded to all CPS/CAP attendees pending approval. I encourage you to attend and take advantage of this career polishing opportunity. Invite a friend or a co-worker. Let them see first-hand what we're about and what IAAP membership has to offer. Please take time to visit these committee pages on our website for more information on these events.

Think Spring and remember, The Power of Commitment...Make a Difference!

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

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POWER
of
Commitment
Harrisburg Chapter

Important Dates

February 2010

- 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 Installation of Officers/Membership Meeting
- 21 Cell Phone Collection and Food Drive

July 2010

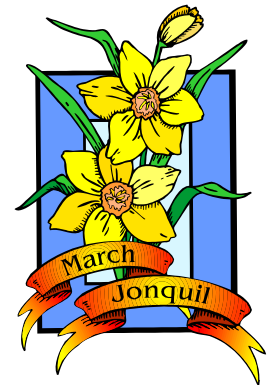
- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting



Anniversaries & Birthdays

March Anniversaries	Anniversaries
	Dottie Ecklund..... 48 years
	Nadine Poorman CPS/CAP 27 years
	Gloria Gordon CAP 12 years
	Judy Kitner..... 9 years
	Annette Newcomb CPS 9 years
	Karen Folk CAP 7 years
	Sherry Hoover CAP 6 years
	Vicki Matteson CAP 3 years

March Birthdays	Birthdays
	6 Candace White
	16 Jodi Mattern CPS
	18 Arla Neitz
	24 Sandy Moritz CAP
	25 Dawn Hall CAP



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.

Pathways to Excellence

Were you a Member of Excellence last year? Are you working toward becoming a Member of Excellence again this year? How about your Chapter and Division – are you doing all you can to help them meet their goals? [Click here](#) for more information on the Pathways to Excellence program.

OPTIONS Training (Office Professionals Training for Information, Organization, and Networking Skills)

Are you looking for a way to expand your workplace skills and get recognized as an outstanding professional? Check out this link on the International website for OPTIONS Training <http://www.iaap-hq.org/prodev/options/index.html>

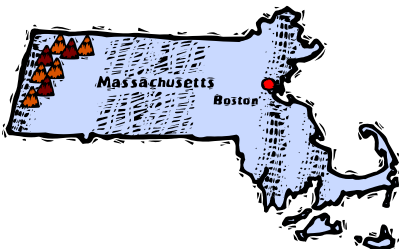
Coming in 2010 – New One-Day Workshops

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.

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 can contact her via e-mail at dmariehall@verizon.net

PENNSYLVANIA DIVISION NEWS

Make History with IAAP - Your Gateway to Success



*Pennsylvania Division Annual Meeting
May 14 – 16, 2010
Gettysburg PA*

Gate design by Arif Hussaini and Alan Wood.

2010 Pennsylvania Division Annual Meeting May 14-16, 2010

It's getting closer – time is getting short, plans are in full swing and the committees are all working hard to put together a fabulous weekend filled with education, business and **fun**. It is going to be a GREAT time for all. Be on the lookout soon for registration and hotel information. *“Make History with IAAP – Your Gateway to Success.”*

The below information is the same as was reported in January’s Sketches. As of press time, the January 31, 2010 reports have not yet been posted to the IAAP HQ website. I apologize for the inconvenience.

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 – December 31, 2009

Division	Number of Members (includes Members At-Large)		Net Gain (loss)
	6/30/09	12/31/09	
New Jersey	889	860	(29)
Greater New England Division	817	766	(51)
Pennsylvania	601	563	(38)
New York State	547	518	(29)
NE Member At-Large/Member At-Large	488	453	(35)
Northeast District totals	3,342	3,160	(182)



Harrisburg Chapter News

Committee Happenings

APW/D Committee

The APW/D committee has been hard at work planning a memorable event to honor all administrative professionals. Don't miss it – April 21, 2010 at The Hershey Lodge & Convention Center. Further details will be forthcoming. [Vicki Gesford CPS/CAP](#) and [Georgia Kreiser CAP](#), Committee Co-Chairs

Community Service Committee

The Community Service Committee continues to collect unwanted 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

Membership Committee

Be sure to check out the web site www.iaap-harrisburg-pa.org for roster update information. Several members have updated their information and it is available under the **Members Only** section of the website. You must be logged in to access this information. Dawn Hall 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



Family of Givers

The Family of Givers program gives members the ability to support the Trust through donations that are cumulative with a complementary recognition program. The Family of Givers will allow us to track your donations over time, and recognize the whole of your generosity. At any time, you will be able to check and track your personal donations, and your chapter's donations, and even your division's donations to see exactly where you are standing.

How Your Donation Will be Used

All funds contributed to the Trust will be put to immediate use to support its overall program consistent with the mission and strategic plan as outlined by the Board of Trustees. More specifically, these funds will be used to:

- Provide housing assistance grants to administrative professionals in need
- Maintain Vista Grande and provide for an affordable and comfortable environment for all residents
- Maintain the Trust's web site

Download a contribution form at: http://www.iaap-rtf.org/donate/donor_form.pdf. [Kathie Hook CPS/CAP](#), Committee chair

Ways & Means Committee

The Ways and Means Committee is seeking donations for future raffle baskets. Please contact [Traci Fulton CPS](#) or [Abbey Coburn CPS](#), committee co-chairs, if you have donations.

Member Information

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.

BUSINESS MEALS:

- Your glass/coffee cup are on the right and your bread plate is on the left.
- Take your napkin from the cup on the right.
- Pass food to the right.
- Do not reach, ask for items to be passed.
- Do not eat until everyone is served. If the event will have a moment of reflection or prayer, do not start to eat until the prayer or moment of reflection are completed.
- Do not use your fork or knife with the butter or other shared items.
- Do not talk with your mouth full.
- Turn away from the table or leave the table to blow your nose.
- Elbows off the table during the meal.



Member Information II

ETIQUETTE TIPS (continued)

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

CONFERENCE CALLS:

If it's a large group where you do not know everyone's voice, always identify yourself when you speak.

Do not have your phone on speakerphone and then proceed to do other tasks.

The others on the phone can hear the background noise.



You can hear other phones ringing, papers being moved, people talking, etc. If you must use speaker phone, mute it.

Do not talk over others on the call.

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 10).

- Name
- Home or Work Address
- Home or Work Phone
- Home or Work Email
- Fax
- Employer
- Position Title
- Executive
- Home or Work Preference for Phone, Email
- 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

IAAP 2010 Education Seminar

The International Association of Administrative Professionals (IAAP)[®] began as the National Secretaries Association in 1946.

Today the organization has evolved into administrative professionals who network, learn, & grow personally and professionally. IAAP gives you the administrative edge you need to succeed in your profession.



Harrisburg Chapter

Registration Fee \$20
Deadline March 5, 2010

Registration can be mailed to:
Penn State Neurosurgery
Attn: Angie Grove
30 Hope Drive, EC110
Hershey, PA 17033

Method of Payment

- Check
- Cash

Checks made payable to:
Harrisburg Chapter of IAAP

Cancellation Deadline: Cancellations will be accepted until Thursday, March 11, 2010. *Any cancellations or no-shows after the Cancellation Deadline will be charged.*

Phone: 717-531-0003 x 283088

E-mail: agrove2@psu.edu

Sketches February 2010

SATURDAY, MARCH 13, 2010

The Harrisburg Chapter invites you to join us for a morning of education that is designed with your success in mind. We are pleased to provide presenters with expertise from 3 local companies.

Administrative Professionals are the backbone of many companies. This educational opportunity will give you tips and tricks to keep your skills intact.

8:30 am Registration and
Continental Breakfast

9:00 am - 9:45 am
"Things You Heard in English Class,
but Thought You Would Never Use"
by: Kendra Ruhl

10:00 am - 10:45 am
"Effective Business Writing" by:
Megan Manlove

10:45 am - 11:00 am Break

11:00 am - 11:45 am
"Resume Writing and Interview
Skills." by: Bob Wallace

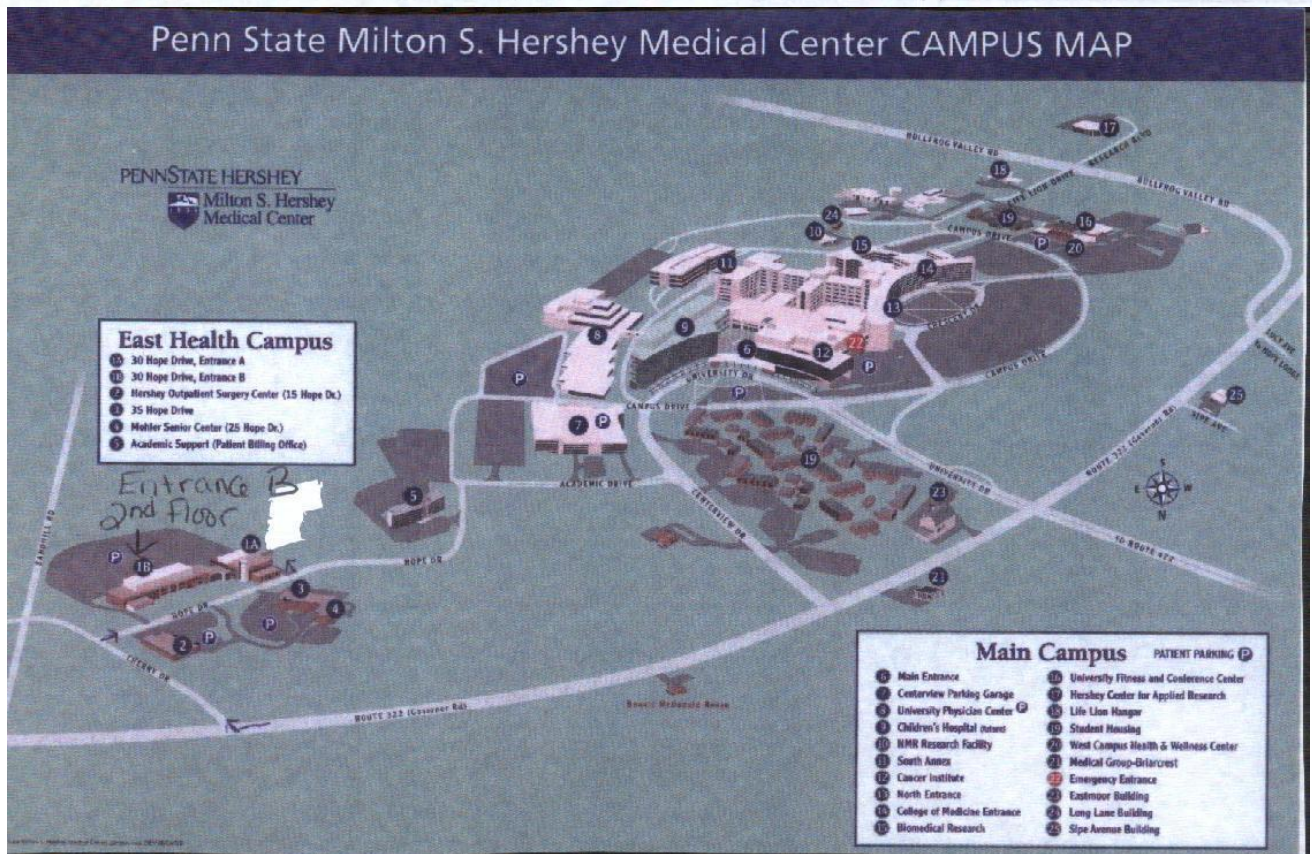
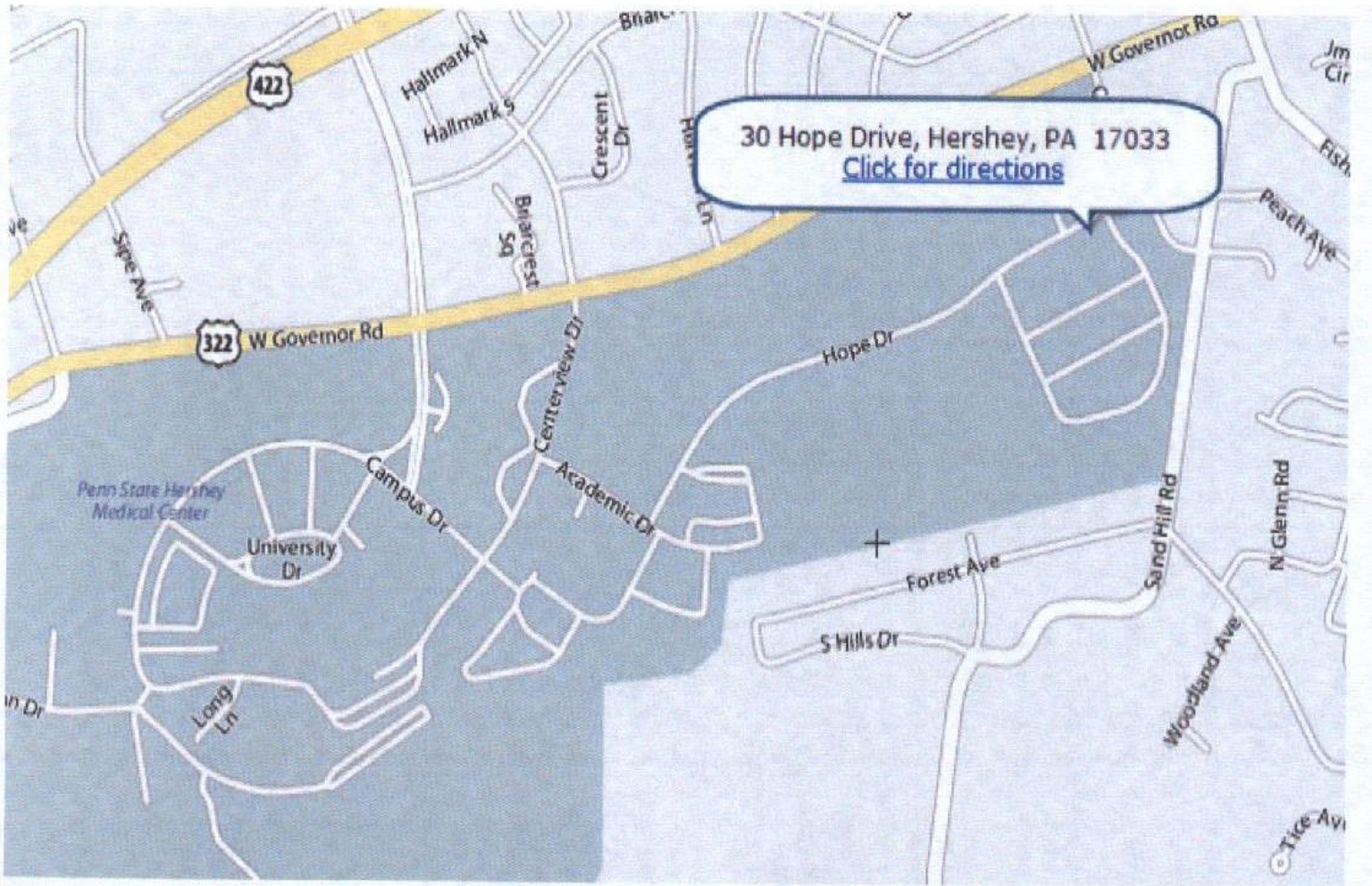
Name: _____

Address: _____

Phone: _____

E-mail: _____

Recertification Points will be awarded to
all CPS and CAP Program Attendees
(pending approval)



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



International Association of
Administrative Professionals®
Harrisburg Chapter



Menu

Potato Leek Soup
Corned Beef and Cabbage
Seared Red Potatoes and Carrots
Apple Pie
Coffee and Iced Tea

Monday, March 15, 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

Program

Leadership Starts With You

*1 Recertification Point will be
Awarded to all CPS and CAP Program Attendees
(pending approval)*

IMPORTANT RESERVATION INFORMATION:

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, March 8, 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, March 11, 2010 — payment is required no later than Monday, March 15, 2010.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, March 11, 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 ~

March 15, 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.