

# 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

January, 2012

## 2011-2012 Officers

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**President-Elect**

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**Vice President**

**Helen Wallace, CAP-OM**

**Secretary**

**Stacy Shugar, CAP-OM**

**Treasurer**

**Debra Leshak**

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## PRESIDENT'S MESSAGE

Happy New Year Harrisburg Chapter Members!

Hard to believe there's only six more months of the chapter year left to go. No worries, there's still plenty to do; there are great speakers lined up for membership meetings and plans are under way for a great administrative professionals event and seminar event.

While the typical talk of January is resolutions, I would like to ask – How are you *Making the Leap to Remarkable*? Have you decided to attend more membership meetings, become a Member of Excellence, participate in a training class, etc? Whatever you do, remember this, sometimes it's not about what you *should* be doing, but rather what you *should not* be doing.

As a Chapter, let's make our time together count; there's so much to learn from one another. Share best practices, encourage participation, get to know other members, venture out!

Best wishes for a year filled with *remarkable leaps*!

Jena

Jena Creter, President, CAP-OM



# IMPORTANT DATES

February 2012

20 Harrisburg Chapter Membership Meeting

## March 2012

4 IAAP Spring Conference

12 Board Meeting

19 Harrisburg Chapter Membership Meeting

## April 2012

25 APD Event

**Spring Conference Details:** Get the best deal on vital career training at IAAP's 2012 Spring Conference before the Jan. 31 deadline for early registration. Click below!

<http://www.iaap-hq.org/events/conferences/spring>

## February Anniversaries

Jan Lang, CAP-OM 20 Years

Lori Masonis 6 years

## Birthdays

Feb 1 Melissa Wandell, CAP-OM

Feb 4 Stacy Shugar, CAP-OM

Feb 11 Melanie Conrad, CAP

Feb 20 Megan Bair, CAP-OM

Feb 26 Margaret Prosser

# 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!!!!**

## 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](http://www.iaap-njd.org)

New York Division  
[www.iaap-newyorkdivision.org](http://www.iaap-newyorkdivision.org)

Greater New England Division  
[www.iaap-gned.org](http://www.iaap-gned.org)

# International President's Message

I enjoy ushering in a fresh year. There's something inviting about not simply turning the page on the calendar but cracking open a new calendar. It welcomes opportunity, ideas and encourages me to set goals. What do you like about starting a new year?

I'm starting off this calendar year with an exciting announcement. I am pleased to introduce IAAP's new executive director, Gerald J. "Jay" Donohue, Jr., CAE, CMP. Jay comes to IAAP with an impressive résumé. He's had over 18 years of association experience, having served as executive director/chief administrative officer and chief operations officer for three major national and international membership organizations. His background also includes serving as an executive job coach with the nation's first, oldest and premier outplacement firm, Challenger, Gray and Christmas.

Over the years, Jay has been responsible for the operation and services for the International Association of Defense Counsel, the Academy of General Dentistry and the Professional Convention Management Association. He has implemented new organizational strategic plans and also assisted with the restructuring of administrative and governance systems. He's skillful at finding and implementing creative solutions. Jay is also excellent in developing employee talent and in training.

The board and I are excited that Jay is taking the helm at IAAP. We're confident that 2012 holds many good things for the staff and the association.

To all of you who took the certification exam in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I've taken the exam to become certified and I know it's difficult. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to continue to work towards.

You spoke and we listened. For those of you who are already certified, we have a new specialty for you. You've told us that keeping up on the latest technology is important and we're here to help you do just that. Starting this year, IAAP is offering a new specialty: Technology Applications. Complete three [Options Technology modules](#) then pass a Microsoft test in one of those areas and you're qualified to send in the application and fees for the Technology Applications specialty. Read all about it on [the IAAP public website](#).

We know how important training is to you. Learn something new and earn rave reviews at your office by attending [IAAP's Spring Conference](#). Like a great movie, every office has its own set of characters, plot, setting and theme. The key to success is directing all these elements into a compelling and productive story. At this year's IAAP Spring Conference, you'll learn how to identify your office's genre and write the script for your own workplace blockbuster. On Sunday we're offering an optional, interactive technology workshop with Gini Courter. I'm going—are you?

Please remind your chapter and division members about these upcoming deadlines:

**January 15:** Deadline for IAAP BOD and RTF Trustee nominations

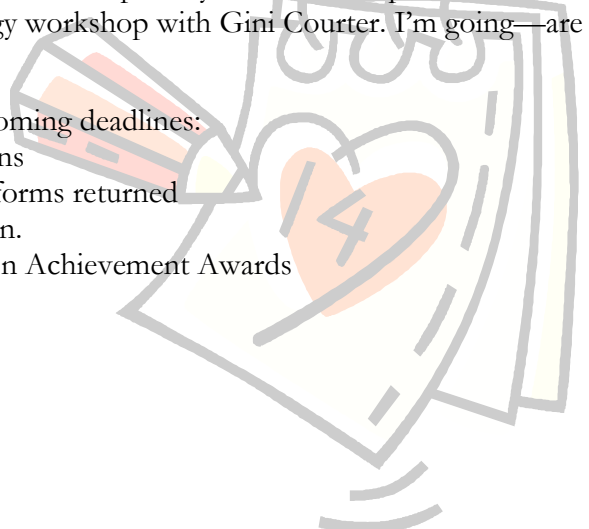
**February 1:** Deadline for IAAP committees and RTFC candidate forms returned

**February 1:** Deadline for proposed bylaws amendments submission.

**February 1:** Deadline for Avery Great Results Chapter and Division Achievement Awards

Happy New Year everyone!

Tamra Goodall, CAP-OM  
IAAP International President



## Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin. First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.



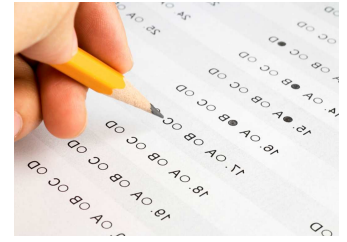
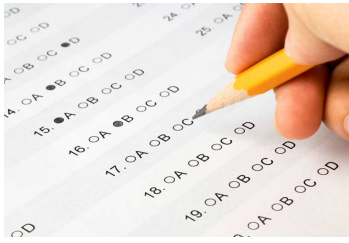
Specialty  
Certified  
Administrative  
Professional

More information about the Technology Applications specialty is available at  
[www.iaap-hq.org/certification](http://www.iaap-hq.org/certification)

To learn more about the Options Technology program, visit  
[www.iaap-hq.org/events/options](http://www.iaap-hq.org/events/options).

# Harrisburg Chapter News

## Certification News



### 2012 CAP-OM® Exam Dates and Deadlines

#### Exam Dates

May 5, 2012

November 3, 2012

#### DEADLINE to REGISTER FOR EXAMS

February 15, 2012

August 15, 2012

Harrisburg Chapter IAAP Certification Review Class members are planning to take the exam at Kaplan University, Hagerstown, MD on May 5, 2012.

A goodie bag will be prepared for the 7 individuals traveling to Hagerstown in May; any goodie items like chocolate, pencils, small tissue packs, hand sanitizer, crackers, etc. can be donated by bringing your items to the January, February, March or April meeting and given to Nancy Deibler. For more information and testing sites in PA/MD go to the IAAP website: <http://www.iaap-hq.org/certification>

## 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,
Fax	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. Please contact [lfarina@dauphin.org](mailto:lfarina@dauphin.org) with any questions.

eliminating racism  
empowering women  
**ywca**

greater harrisburg

YWCA of Greater Harrisburg  
John Crain Kunkel Center  
1101 Market Street  
Harrisburg, PA 17103  
PH 717.234.7931  
FAX 717.234.1779  
www.ywcahbg.org

- Childhood Programs
- Residence Programs
- Employment Services
- Emergency Shelter
- Violence Intervention & Prevention Programs
- Sexual Assault Services
- Domestic Violence Services
- Hotline 1-800-654-1211
- Veterans Programs
- YW Works Employment Programs
- Economic & Neighborhood Development
- Legal & Visitation Services
- Supported Employment



# Community Service

December 28, 2011

Ms. Annette Newcomb  
27 West Chocolate Ave.  
Hershey, PA 17033

Dear Annette,

The YWCA of Greater Harrisburg's 2011 Holiday Giving Program was a huge success. Thanks to your generosity we collected over \$33,000 worth of gifts, making this season special for over 425 women, men and children. These clients are currently benefiting from the wide variety of programs and services provided by the YWCA, such as housing, domestic violence legal services, counseling, life skills and veterans' services.

All of our clients were touched by your generosity this year and asked us to pass along their deepest thanks:

*"I just want to say thank you so much to my sponsor. I wouldn't know what to do if it weren't for you sponsoring me. It means the world to me that there are still good people in this world. Now I know that my daughter will be a happy and comfortable baby when she comes home from the hospital. Thank you so much!" - Client #110*

*"Thank you for the gifts. I really didn't have money to afford anything. Because of your gifts, my kids had a great Xmas this year!" - Client #201*

*"Thank you so much for our gifts. We don't know what we would have done without your gifts for us and our children." - Client #937*

*"You saved our Christmas. I am so thankful for all the wonderful gifts!" - Client #872*

*"I just want to say thank you & I really appreciate the gifts you gave. Thanks for making my Christmas so much better." - Client #209*

*"We thank our donors from the bottom of our hearts for the toys you gave us. You have been a great blessing to us. Thank you for making this a great Christmas." - Client #928*

Thank you for your continued support and for making this holiday season so special for the women, children and men who rely on the YWCA's services. I wish you and your family a happy and healthy New Year.

Sincerely,

Devan Drabik  
Events and Publications Coordinator

The official registration and financial information for YWCA of Greater Harrisburg can be obtained from the PA Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement. No goods or services were exchanged in consideration of this gift.

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# Techno Corner

How quickly we can forget the etiquettes of cell phone use. Have you ever been in a meeting and your cell phone rings? What about using your phone while checking out at a grocery store? Even Dunkin Donuts locations have now put up a sign saying “If you are on your cell phone when ordering, you will not be waited on”. I say, kudos to them. With a background in retail, one of my biggest pet peeves in the service industry was trying to wait on a customer and have them talking on their cell phone.

That is why this story caught my eye. I hope you enjoy it.

A recent video has gone viral on YouTube. This Violinist was rudely interrupted by a Nokia ring tone while performing. Originally you see his angst that this should happen, but then he gives a very unique response to let the person know, silence your phone.

To view this, click on the following link.

[http://www.youtube.com/watch?v=uub0z8wJfhU&feature=player\\_embedded](http://www.youtube.com/watch?v=uub0z8wJfhU&feature=player_embedded)

The point of the story is that not everyone appreciates the new world technology that seems to have many of us slipping in proper etiquette.

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## Moment of Reflection

There are five things that you cannot recover in life:

The Stone.... After it's thrown

The Word.... After it's said

The Occasion.... After it's missed

The Time.... After it's gone

A person.... After they die



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## Editor's Comment

Happy 2012! My wish for everyone is to have a successful fulfilling year! Please have any items for Sketches to me by February 18, 2012 @ [wsnavely@hersheypa.com](mailto:wsnavelly@hersheypa.com).

We will be paying a special tribute to Joanne Dickey in February edition of Sketches. I am looking for memories that members would like to share. Please email to my by February 18, 2012.

## **2012 Education Seminar**

# **Save the Date**



**Tuesday ~ May 8, 2012**

**8:00 AM until 4:00 PM**

**Member \$70 ~ Non-Member \$85**

**Holiday Inn, Harrisburg East  
Amphitheater**

**Speaker: Myles Miller  
with LeadUp.Biz**

### **Four Individual Topic Selections:**

**Effective E-Mails ~ Taming Your Inbox**

**Emotional Intelligence ~ Learning How to be More Aware**

**Generational & Cultural Diversity ~ How to Work Well With Everyone**

**Assertiveness ~ Working with People and Not Against Them**



**Menu**  
 Tossed Salad  
 London Broil  
 Mashed Potatoes  
 Broccoli Mix  
 Warm Cherry Cobbler

## Monday, February 20, 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. *"Motivation: Does It Float Your Boat, or Get Your Goat?"*

### Program

*Presentation by  
 Leslie Pioro, CAP  
 Treasurer, IAAP Pennsylvania Division  
 and Mentor for the  
 Southcentral Pennsylvania Chapters*

**1 Recertification Point Pending**

#### **IMPORTANT RESERVATION INFORMATION:**

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, February 13, 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, February 16, 2012 — payment is required no later than Monday, February 20, 2012.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, February 16, 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 ~

February 20, 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) \_\_\_\_\_

Guests Employer(s) \_\_\_\_\_

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



International Association of  
Administrative Professionals®  
Pennsylvania Division

## IAAP PA DIVISION LADIES SPORT SHIRTS

*Just in time for the  
PA Division Meeting  
The Lehigh Valley  
Chapter of IAAP is  
offering these quality  
Ladies Sport Shirts  
for sale.*

Ladies 5.6 oz , soft, light blue,  
short sleeved polo shirt.  
Fabric is stain resistant/release and  
50/50 cotton/polyester.

Call or email Maryann with any  
questions 484-695-2817 or  
mmuschlitz@lantabus.com.

### MAKE CHECK PAYABLE TO: PA DIVISION IAAP

MAIL ORDER FORM & CASH/CHECK TO: MARYANN MUSCHLITZ, IAAP LEHIGH  
VALLEY, 940 HILL CREST LANE, DANIELSVILLE, PA 18038

**\*ORDER BY APRIL 15<sup>TH</sup> 2012**

**NOT ATTENDING? DON'T MISS OUT ON THIS. ASK SOMEONE TO PICK IT UP FOR YOU. NO SHIRTS WILL BE MAILED**

Women's Shirts – Please indicate quantity and sizes below:			
Size	Quantity	Price	Total
Small 6-8		\$25.00	
Medium 10-12		\$25.00	
Large 14-16		\$25.00	
XLarge 18-20		\$25.00	
XXLarge 22-24		\$28.00	
XXXLarge 26-28		\$28.00	
Total of Order			
Name: _____ Chapter: _____			
Street : _____ City: _____ State: _____ Zip: _____			
Phone Number: _____ email: _____			
Total Enclosed: _____			
If not attending provide the name of who will be pick up your shirt:			