

# Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of  
Administrative Professionals®

Deb Feinberg CAP, Editor

January 2010

## President's Message

Happy New Year! As we start a new year, we tend to look for ways of improving ourselves personally and professionally. We want to lose weight, exercise more, eat healthy, continue our education, etc. While we each must travel our own road where personal resolutions are concerned, professionally we can travel together. What classes benefit us the most? Where do we want to go professionally? Where do we start? Right here, with IAAP and our Chapter.

Our first program of 2010 is "Conflict Resolution" presented by Diane Lamison. During this presentation we will learn about how to handle conflict and have those hard conversations that need to take place at times, whether at work, or in our personal lives. "Knowledge is Power." The more you know, the more you grow. What a great way to start the year! It's all about the

**Power of Commitment AND Making 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

# Member Spotlight – Helen Wallace CAP

**Congratulations** to Helen Wallace CAP. Not rain nor sleet nor raging blizzard-like conditions could keep Helen from walking across the stage at the Forum on Saturday, December 19, 2009 to accept her diploma as she graduated with **High Honors** receiving the degree of Associate of Arts in the Administrative Office Specialist Program from the Harrisburg Area Community College. Helen's perseverance and determination in pursuing this degree are examples of a true personal and professional **Power of Commitment**. Way to go, Helen. You are an inspiration.

## Important Dates

### February 2010

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

### March 2010

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

### April 2010

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

### May 2010

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

### June 2010

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

### July 2010

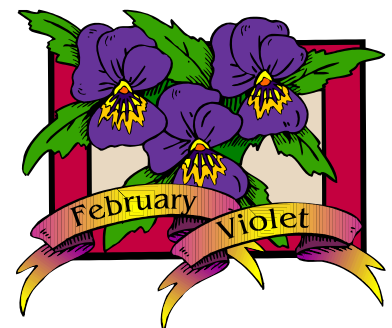
- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting



## Anniversaries & Birthdays

February Anniversaries	Anniversaries
	Jan Lang CPS/CAP ..... 18 years
	Holly Hayes..... 4 years
	Lori Masonis CPS ..... 4 years
	Jere Williamson MOS/CPS ..... 3 years
	Karen McAuliffe ..... 2 years

February Birthdays	Birthdays
	1 ..... Melissa Wandell CAP
	4 ..... Stacy Shugar CPS/CAP
	11 ..... Melanie Conrad
	20 ..... Meagan Bair
	26 ..... Marge Prosser
	28 ..... Sheryl Cyphert



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# International News

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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.***

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## ***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.

## ***Call for Nominations – There is still time to apply!!***

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

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

## ***2010 Education Forum and Annual Meeting – Boston, Massachusetts***

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

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# PENNSYLVANIA DIVISION NEWS

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## 2010 Pennsylvania Division Annual Meeting May 14-16, 2010

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

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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)

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# Harrisburg Chapter News

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Since we are at the half-way mark for the Chapter year, I thought this would be the perfect time to update the members on what we've been up to and what we have planned before the end of the year! Happy Reading." Annette Newcomb CPS, President

One of our main objectives this year is continuing education. Our goal is to incorporate educational programs that offer recertification points interspersed with social programs. We were off to a great start!

September – “Surfing the Harrisburg Chapter Web Community” presented by Chapter Member, Jodi Mattern CPS.

October - 60<sup>th</sup> Annual Executive Night. Entertainment was presented by “Razzmatazz” a comedic, barbershop quartet. We had 21 member and 16 Executives and guests in attendance.

November – “Name Recognition” presented by Tina Tate, Corporate Hospitality Training Manager for Hershey Entertainment & Resorts Co. (1 recert point)

December - Entertainment by Milton Hershey School's New Horizons Choral Group

We're not done yet... we have some 1<sup>st</sup> Quarter programs planned:

- January – A presentation on Conflict Resolution, by Diane Lamison (1 recert point)
- February – How to Manage Your Boss, by Cathie Hoke CPS/CAP (1 recert point)

And we'll close the chapter year with -

- May - Certification Recognition
- June – New officer installation

## Committee Updates

**APD/APW** – Plans are under way for our APD Dinner/Program on Wednesday, April 21, 2010.

**Certification** – Certification classes started in September with 10 participants and to date, one participant dropped the course due to personal reasons, however, we gained 2 more additions, bringing the total to 11. The review course is going

very well. All facilitators have brought unique ways to review the chapters that are assigned the week before. Facilitators have used games, videos, taken apart computer equipment, and samples (letters and documents) as ways to help attendees learn the material.

**Community Service** - Our community service committee was hard at work, in the 4<sup>th</sup> Qtr of 2009 we:

- “Adopted” a family for Christmas with the YWCA Holiday Giving Program and through donations helped a family have a happier holiday.
- Collected old cell phones and chargers to give to the YWCA which they, in turn, reprogram to give to women (and men) in domestic violence and sexual abuse situations.
- Collected and will continue to collect non-perishable items at every Membership meeting through June 2010, to donate to the Central PA Food Bank.
- Participated in United Cerebral Palsy's gift wrapping booth at the Capital City Mall.

## **Membership –**

- As of January 1, 2010 our membership is 70. We have 2 new chapter members that joined at the end of December, 2009.
- New this year has been a new member orientation during the report at every Membership meeting. The committee reviews the structure of IAAP at each of these meetings. This information is also posted in Sketches for all members to review.

**Seminar** – Plans are underway for our annual Educational Seminar for mid-March, 2010.

**Ways and Means** – We have had some great baskets this year and look forward to the coming month's creations!

We are well on our way to becoming a Chapter of Excellence! To date, we meet 13 of the 19 requirements needed.

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# Harrisburg Chapter News II

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## Committee Happenings

### **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](http://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.

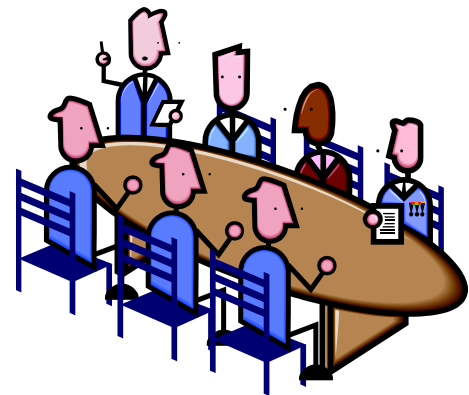
### **Retirement Trust Foundation**

Dr. King had a dream – so did Della Herring – A dream of the only retirement center in the world for administrative professionals. Your continued support of Vista Grande is appreciated. [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.



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# Member Information

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## THE ROLE OF CHAPTER OFFICERS

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

Chapter officers are obligated to uphold and represent the interests of IAAP and the profession as a whole. A candidate for office, at time of nomination and election, shall be a member of IAAP in accordance with the IAAP definition of an administrative professional.

No member shall hold more than one Chapter office at a time. No member shall hold a Division office, serve as a Division Committee chair, or serve on an International committee while serving as a Chapter officer, except to allow for normal overlap of installation times. Officers serve no more than two consecutive terms in the same office.

Each chapter has a board of directors consisting of the officers. Depending on the chapter, they can have four to five officers as follows:

President  
President-Elect  
Vice President  
Treasurer  
Secretary

A chapter must have a President and Treasurer to be an active chapter in IAAP.

**President:** The President shall preside at all meetings of the Chapter and the Board of Directors and shall appoint the chairs of all committees, except the Nominations Committee. The President is considered a member ex-officio of all committees except the Nominations commission. The President shall select a Parliamentary Advisor or Parliamentarian.

The President is bonded and has authority to sign checks. The President shall inform the Division President of all matters concerning the Chapter and shall keep the Division Officers informed of any correspondence with the Northeast District Director and other Division Officers. The President is responsible for all communications to chapter members.

The President should be familiar with both International and Pennsylvania Division Bylaws and Standing Rules and shall keep the Chapter Bylaws committee informed of changes that should be communicated to membership.

The President prepares the agenda for both Chapter meeting and the Board of Directors meeting. The President represents the Chapter at the Education Forum and Annual Meeting (formerly the International Convention) and the Division Annual meeting and the South Central Council meeting.

**President-Elect:** The President-Elect is largely a position of support for the President, and the office holder should be prepared to serve as presiding officer at Chapter and Board of Director meetings in the absence of the President. In the event of a vacancy in the office of President, the President-Elect shall succeed to the office for the unexpired term.

The President-Elect serves as chair of the Professional Development fund.

**Vice President:** The Vice President is largely a position of support for the President, and the office holder should be prepared to serve as presiding officer at Chapter and Board of Director meetings in the absence of the President. In the event of a vacancy in the office of President, the Vice President shall succeed to the office for the unexpired term. Please note that the Vice President would only assume the role of President if the chapter did not have a President-Elect.

The Vice President serves as chair of the Program Committee. As chair of the Program committee, the Vice President works with the committee to plan the location, meals, topics and speakers for each of the chapter's monthly membership meetings. The chair is the main contact with the meeting location personnel and prepares the monthly meeting registration forms.

## THE ROLE OF CHAPTER OFFICERS (continued)

**Treasurer:** The Treasurer is responsible for all funds of the Chapter and shall write checks and makes deposits in a timely fashion, as authorized by the Chapter membership. The Chapter's accounts must be reconciled monthly and the Treasurer prepares a written Treasurer's report for each Board meeting as well as the Membership meeting. These reports recap the income and expenses per month.

The Treasurer is authorized to sign checks and is bonded.

A semi-annual audit of the Treasurer's files is completed by the Audit committee each January and July.

Monthly reports of billing details and active membership rosters are received from International by the Treasurer. Those reports are forwarded to the Membership committee.

The Treasurer prepares a budget for the upcoming fiscal year and this is presented to the Board of Directors at the July Organizational Board meeting. It is then presented to Membership for approval at the September Membership meeting.

**Secretary:** The secretary is responsible for the minutes of all Chapter and Board of Directors' meetings. Copies of the minutes are to be provided prior to or at the Chapter or Board meetings.

The Secretary shall have available at all meetings current copies of the International, Division and Chapter Bylaws and Standing Rules.

The Secretary shall conduct the correspondence of the Chapter in accordance with the direction of the President and/or Chapter membership. Other duties may be assigned by the Board of Directors or members as necessary.

More details job duties are described in the Chapter's Reference Manual. All members should have this manual. If you do not, contact Dawn Hall CAP, Membership Chair.

### 2009-2010 Harrisburg Chapter Officers

(l to r) Diane Kunkle CPS/CAP, Secretary; Deb Feinberg CAP, President-Elect; Annette Newcomb CPS, President; Jena Creter, CAP, Vice President and Gloria Gordon CAP Treasurer



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# ETIQUETTE TIPS

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

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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.

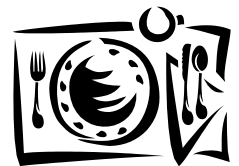


Do not text during meetings—pay attention to the presenter.

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.**



## 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 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 11).

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

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

## Harrisburg Chapter Contacts

**Annette Newcomb CPS,**  
**President**

309 Short Street  
Harrisburg, PA 17112

**h:** 717.566.0385

**w:** 717.534.8941

**w:** anewcomb@hersheypa.com

**Deb S. Feinberg CAP,**  
**President-Elect**

19 Cherish Drive  
Camp Hill, PA 17011

**h:** 717.737.3504

**c:** 717.265.4573

**h:** deb.s.feinberg@gmail.com

# Bits and Pieces

An excerpt from the Blog of Joan Burge, Founder and CEO of Office dynamics.

**After 39 years of living in and with this profession, these are my wishes for every administrative professional, especially you. I hope you will pass this on to your peers so that we might light a fire that burns in all administrative professionals' hearts.**

I WISH THAT YOU:

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• live your profession with inspiration, enthusiasm, energy, inquisitiveness, and passion.</li><li>• wake up every day with excitement about the work you do and the opportunities that lie ahead that day.</li><li>• will never settle for second best for yourself.</li><li>• always seek better, newer, more exciting ways of doing things.</li><li>• be <b>proud</b> of the profession you have chosen.</li><li>• be a life-long student of both your career and life.</li><li>• make time for family, friends, faith, and fun.</li><li>• shake yourself up every once and awhile and jump out of your comfort zone.</li><li>• take on a task or project that challenges your thinking.</li><li>• make something of the talents you have been given.</li></ul> | <ul style="list-style-type: none"><li>• always see the sunlight through the clouds.</li><li>• be blessed with a great boss who is a mentor at least once during your lifetime.</li><li>• get to ride on a corporate jet once.</li><li>• spread your enthusiasm to other admins.</li><li>• start an administrative team or lead a small group of admins once.</li><li>• be ecstatic about your successes when they occur!</li><li>• help this profession be elevated to one that is admired and sought after; truly viewed as a career of choice.</li><li>• you will realize whatever you learn from being an administrative professional can carry over to every aspect of your life.</li></ul> |
|--|---|

## 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](mailto:dmariehall@verizon.net) or [dawn@maicltd.com](mailto:dawn@maicltd.com)



International Association of  
Administrative Professionals®

Harrisburg Chapter

**POWER**  
*of*  
**Commitment**  
Harrisburg Chapter

**Menu**

- Cupid Salad
- Baked Honey Fennel Salmon
- Confetti Couscous
- Grilled Asparagus
- Cheese Cake
- Coffee and Iced Tea

**Monday, February 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**

*How To Manage Your Boss*  
*I 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, February 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, February 11, 2010 — payment is required no later than Monday, February 15, 2010.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, February 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.



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

**~ Reservations & Payment ~**      **January 18, 2010**

Name \_\_\_\_\_  CPS    CAP    CPS/CAP

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

Please list any dietary restrictions \_\_\_\_\_ Request Vegetarian Entrée

GUEST NAME(S) \_\_\_\_\_ GUEST PHONE NUMBER(S) \_\_\_\_\_

GUEST EMPLOYER(S) \_\_\_\_\_

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