

# Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of  
Administrative Professionals®

Deb Feinberg CAP, Editor

March 2010

## President's Message

Happy Spring, Harrisburg Chapter!

It's official, Spring is in the air! Spring is a time of rebirth – of new beginnings. Just look around, it's everywhere – the sun is shining, the days are longer, the birds are singing; the flowers and trees are showing signs of new life! Some of you may even be planning to "spring clean" your house or office. Why not plan to do a little "spring cleaning" in your professional life? Do your skills need refreshed? Have you been meaning to take a class, attend a seminar or sit for the CPS/CAP exam but just haven't gotten around to it? Why not invest in yourself this spring? Honing your present skills and/or learning new skills can be a great motivator...maybe you'll apply for that position you have been looking for, or take on more responsibilities in your current workplace.

Are you as active in IAAP as you could or should be? Are you getting everything out of your IAAP membership? If not, why not? We're here to help – all you have to do is ask. Let us help you gain the...

Power of Commitment  
Making a Difference!

Annette Newcomb CPS  
President - Harrisburg Chapter, IAAP



## 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

## March 2010

- 15 Harrisburg Chapter Membership Meeting
- 15 Cell Phone Collection and Food Drive

## April 2010

- 12 Board Meeting
- 18 Cystic Fibrosis Great Strides Walk
- 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

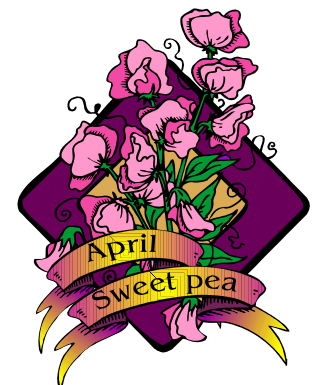
- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting



# Anniversaries & Birthdays

April Anniversaries	Anniversaries
	Melissa Wandell CAP ..... 18 years
	Vicki Gesford CPS/CAP ..... 14 years
	Bonnie Neidigh CPS ..... 14 years
	Mary Ellen Lickel CPS/CAP ..... 11 years
	Jena Creter CAP ..... 8 years
	Helen Wallace CAP ..... 6 years
	Georgia Kreiser CAP ..... 3 years
	Wendy Ciuffo ..... 2 years
	Melanie Conrad ..... 1 year

April Birthdays	Birthdays
	22 ..... Dottie Ecklund
	25 ..... Joanne Dickey



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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 March address was not available. Her February address is below and you can check her blog at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Directory/Profile/Default.aspx?UserKey=cfecd5b5-f6a5-401a-98fa-3dc975092e0f>.*

It's February and in the accounting world, busy season is in full swing! In fact, between work and IAAP responsibilities, things have become downright crazy! Did I mention totally stressed? It's what we refer to as feast or famine. Everything's due at the same time or there's nothing to do! Preparation for the Spring Board Meeting is also in full swing. We've been busy working on the agendas and it's taken about ten days to get the agendas laid out, with bringing forward topics or assignments from the prior meeting, making sure we've covered all the agenda topics that occur specifically at this meeting, and ensuring we have all reporting subcommittees listed. And just when you think it's complete, there are revisions and more revisions! Thankfully, we've gone green with our board books, and everything is electronic.

Flying out Thursday after putting in the equivalent of a full day at the office means arriving exhausted at the Reno/Tahoe International Airport, assuming one doesn't miss any connections! You may even see me chasing down the shuttle bus driver at the airport so I don't have to another wait thirty minutes for the next shuttle to arrive. Then, as I'm dragging my luggage through the hotel door and thinking about the time difference, unpacking and sleep –familiar faces appear! In that split second my face is all smiles, and my pace picks up. Forget the check in desk! Hugs, hellos, more hugs, catching up on arrival times and what everyone has already checked out is most important. One minute I'm ready for bed and the next we're making plans to meet up before calling it a day. What an adrenaline rush!

Once the board meeting starts, it's non-stop from morning until evening. We are planning some fun on Sunday evening. If everything comes together, we'll be dining at the burger and shake joint in the resort, followed by bowling! A few board members will be cheering on the bowlers and a couple more said they would be taking pictures. Hmm... wonder where those might pop up! Hopefully in March's communication!

What's best about the Spring Board Meeting is that it's followed by the Spring Conference (formerly Professional Education Conference or PEC). The conference always provides great speakers, which means going home with a new book or two to read. It offers professional development on current issues as well as 15 recertification points. Have you been thinking of attending a Spring Conference? Well, now's the time to attend! With room rates at only \$89, this may be the most affordable event ever! For more information and to register, go to <http://www.iaap-hq.org/events/pec/registration.html>.

Remember the Compliments/Suggestions/Complaints database which was rolled out in 2008? I'm thinking probably not because it's not being utilized to the extent that it could be. The database is used to track trends, issues, etc., and help us figure out what we need to focus on or communicate on a mass scale. Most recently, a trend or issue that could have been communicated better is the speed of the web community. I read the postings and raised the question, "What's going on with the web community?" only to find out that while we were communicating in the community itself, we should have been communicating our efforts to speed things up on a larger scale. Had everyone utilized the database, that issue would have tracked sooner for a broader communication. And, yes, we are in the process of upgrades that will increase the capabilities of the web community, increasing the speed. So when 5,000 of us all get online at the same time during our lunch hour, access will be much faster. The Compliments/Suggestions/Complaints may be found by going to the Members Resources section drop down menu or <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/MemberResources/Feedback/Default.aspx>.

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# International News III

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*International President Susan Shamali's February Address (continued)*

Another way to keep abreast of what's happening with the web community is to subscribe to the Sitebuilders eGroup, which is where Ben McClanahan Internet Communications Coordinator, provides updates on what's happening as well as responds to webmaster questions.

December 2009 was the end of another financial quarter for IAAP. The Financial Oversight Subcommittee has reviewed the fiscal year-to-date information and updated

the Financial Plan, which may be found [here](#). You will note that IAAP continues to maximize its resources to help get us through a very lean time in this tough economy.

Have you heard about the two (yes, **two** keynoters) we'll have this year in Boston? **Vernice Armour**, the U.S.'s first woman combat pilot will kick the day off by showing us how to "create breakthrough," and then **Erin Brockovich**, one of the most famous admins in the world, will be on hand to close out the day. Hopefully I'll get to see all of you there for a great EFAM... be on the lookout for registration information soon!

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## **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 this 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 can contact her via e-mail at [dmariehall@verizon.net](mailto: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 Prof. Hisselbut and Alan Wood.

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

Time to register – don't miss out on this great weekend of education, networking and just plain fun. [Click here for the registration form](#). "Make History with IAAP – Your Gateway to Success."

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 – January 31, 2010

Division	Number of Members (includes Members At-Large)		Net Gain (loss)
	6/30/09	1/31/10	
New Jersey	889	863	(26)
Greater New England Division	817	769	(48)
Pennsylvania	601	560	(41)
New York State	547	519	(28)
NE Member At-Large/Member At-Large	488	460	(28)
<b>Northeast District totals</b>	<b>3,342</b>	<b>3,171</b>	<b>(171)</b>

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# Harrisburg Chapter News

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## Committee Happenings

### **APW/D Committee**

The APW/D committee has been hard at work planning a wonderful event to honor all administrative professionals. Don't miss it – April 21, 2010 at The Hershey Lodge. Registration information is available on Page 11 and [also on our website](#). [Vicki Gesford CPS/CAP](#) and [Georgia Kreiser CAP](#), Committee Co-Chairs

### **Community Service Committee**

[Sign up now to join the IAAP Hbg Team](#) for the Cystic Fibrosis GREAT STRIDES Walk – Sunday, April 18, 2010 with registration beginning at 11:00 a.m. on City Island. Don't forget that the Community Service Committee continues to collect unwanted cell phones and chargers for the YWCA and non-perishable food items for the food bank. We will be continuing these drives until June. If you have any questions, please contact [Lynn Farina CPS/CAP](#), Committee Chair

### **Membership Committee**

Welcome to our newest members Deedra Hardin and Katherine Hillyard. Their contact information and other roster updates are available on the web site [www.iaap-harrisburg-pa.org](http://www.iaap-harrisburg-pa.org) under the **Members Only** section. You must be logged in to access this information. [Dawn Hall CAP](#), Committee Chair

### **Professional Development Committee**

We all know money is 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**

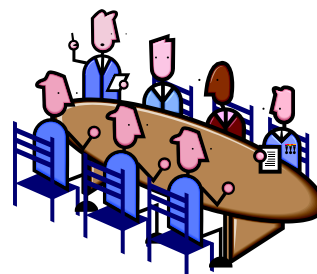
[Kathie Hook CPS/CAP](#), Committee chair

### **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.

### **2010-2011 Chapter Year Committee Sign-Up**

It is not too early to begin to think about what committee you want to be involved with next Chapter Year. Maybe you'd like to Chair or Co-Chair a Committee. Remember – committee participation is an essential part of your IAAP membership – every member is expected to serve on a committee. If you don't choose a committee, one **WILL** be chosen for you. Make the choice yours. Sign-up forms will be available in April Sketches and on the website.



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# Member Information

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## IAAP EDUCATIONAL OPPORTUNITIES

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

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The IAAP year starts in July. It begins with a bang at the Education Forum and Annual Meeting (EFAM) formerly known as the International Convention. Members from around the world gather in a different city each July to conduct the business of the association such as electing new international officers and voting on bylaw amendments. During this meeting, we also attend many educational sessions offered over two days. We hear from well known keynote speakers and have some fun at the Evening of Welcome and Evening of Entertainment. The event begins on Sunday and ends on Wednesday evening during the closing banquet.

The EFAM also offers pre-meeting seminars for those interested in coming into town a day early. A leadership workshop is offered the Thursday after the meeting for chapter and division officers. Those members inclined may also take advantage of a post-meeting workshop on Thursday as well.

EFAM will be held July 18 to 21 at the Hynes Convention Center in Boston, MA. The registration is \$495 early bird for members and registration will be available at the beginning of April. Hotel reservations may be made now and you can check IAAP's website for details on making reservations.

During the year, the chapter offers an educational program during each membership meeting. Membership meetings are held every month from September through June.

Next is our local South Central Council Meeting that is held every fall. The chapters of the South Central Council meet for a morning of networking, updates on the Association and an educational program. The chapters in the council include Harrisburg, White Rose in York, Conestoga in Lancaster and Susquehanna Valley in Lewisburg.

The Fall Conference (formerly the Certification Conference) is held in various locations throughout the country. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder. You can receive CEU as an alternative to recertification points. This year it will be held in **Louisville, KY** on October 17-20 at the Hilton Seelbach Hotel.

The Spring Conference is held each March. This event offers the same amount of education and networking opportunities as the Fall Conference. This year's conference was just held on March 8-10 in Reno, NV at the Grand Sierra Resort & Casino. Next year's meeting will be held in Tampa, FL on March 6-9 at the Hyatt Regency Hotel.

We end the IAAP year with the PA Division Annual Meeting. This year's meeting is being held on May 15 to 17 in Gettysburg. Our chapter, along with the other South Central Council chapters, is hosting the meeting. The meeting starts with optional tours on Friday morning and continues with a seminar in the afternoon. We end the first day with an open house. Saturday begins with our business session where we conduct the nomination of officers, hear reports of the division committees and review the financials of the Division. We continue with a recognition luncheon and end the day with the Presidents' Banquets and installation of Division Officers. Sunday ends the weekend with a final business session and an educational workshop presented by the Division Officers.

As you can see, IAAP offers many educational and networking opportunities. We encourage you to take advantage of all that is offered.

# Member Information II

## 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 III

## 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.

### MEETINGS:

Do not hold side bar conversations when someone is at the podium. If you do make comments to a neighbor, keep them brief and quiet. Talking during a presentation is disrespectful to the presenter. Do not interrupt the speaker. Wait for the appropriate time to make comments.



For IAAP meetings, go to the microphone and wait to be recognized; or if less formal, raise your hand and wait to be recognized.

### 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
- 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

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# Tips & Tricks

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## **Simplify your view for more onscreen room (PowerPoint 2000/2002/2003/2004)**

If you want to enlarge your work area while you're designing a slide in Normal View, there are a couple of quick things you can do to shrink the secondary panes, such as the Outline pane on the left or the Notes pane at the bottom.

### Method 1: Drag the boundaries:

1. Hover your pointer over the edge of a secondary pane until the pointer changes to a double-headed arrow.
2. Drag the pane's boundary to the edge of the application window—to the left for the Outline pane and down for the Notes pane—to increase the size of the Slide pane.
3. To open the Outline and Notes panes again, simply drag their boundaries back toward the center of the application window. (You can also use this method to shrink, but not eliminate, these secondary panes.)

### Method 2: Use shortcut keys:

1. To get rid of the Outline and Notes panes, hold down [Ctrl][Shift] as you click on the Normal View button. The Normal View button toggles to become the Slide View button.
2. To return to the default multi-pane layout of the view, click the Slide View or Normal View button again (without pressing any keys).

Not only is this second technique slightly quicker, but it also allows you to quickly toggle between multi-pane and single-pane view

## **Color code meetings and appointments on your Outlook Calendar using labels (Outlook 2002/2003)**

When you create an appointment or meeting request, you can choose to color code these events using labels. Using color is advantageous if, for example, you have both your work and personal items on one calendar. This way you're able to quickly view what you need to do for both work and home in a given day. You might also label meetings that you've set up with your manager to set them apart on your calendar.

To add a label to an event, create a new appointment or meeting, and then click on the Label dropdown menu. Here you can choose from several predetermined labels and colors. To change the title of one of the predefined labels, choose Edit | Label | Edit Labels from the menu bar when your Calendar is open. Double-click on the label name that you'd like to change, and then click OK to save the change. Labels reside on your machine only, so if you send a meeting request to someone else and you have labeled that meeting, the recipient will not see the label that you assigned.

## **Keep important phrases connected: Insert a non-breaking space (Word 2000/2002/2003/2004)**

In professional writing, it's considered a major faux pas to allow text strings or phrases such as Mr. Smith, June 11, van der Haam, and Chapter 7 to break across a line. Instead of having to be obsessive in your proofreading, we'll help you plan ahead to avoid this problem by using non-breaking spaces.

To insert a non-breaking space:

1. Type the first part of your text string, such as Mr.
2. Press [Ctrl][Shift][spacebar] to insert a non-breaking space.
3. Type the rest of your text string.

To ensure you've created a non-breaking space, click the Show/Hide button on the Standard toolbar. The non-breaking space displays as a degree sign. (In Word 2004, the non-breaking space displays as a tilde above a regular space.)

## 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)

# Administrative Professionals Day Dinner

## Come Celebrate You!

**Betsy Kramer, Professional Organizing Services,  
will present**

### “Smarter or Harder: How Do You Want to Work?”

(1 recertification point has been approved for all CPS and CAP attendees.)

## ***The HERSHEY Lodge*** ***Wednesday, April 21, 2010***

### ***Hors d'oeuvres***

Tomato Bruschetta on Plantain Tostones, Asparagus Wrapped Prosciutto with Shaved Parmesan Cheese,  
Fresh Cut Vegetable Crudités with Dip, Imported & Domestic Cheese, Crackers & Mustard Dip

### ***Dinner***

Chef's choice appropriate salad  
Key Lime Sorbet

### **Choice of:**

Braised Beef Brisket with Truffle Risotto

**OR**

Udon Noodle, Thai Chicken Medallion and Asian Vegetables

### ***Dessert***

Mango Crème Brulee

Iced Tea, Freshly Brewed Coffee/Decaffeinated Coffee, Specialty Teas

FUN

GIFTS

**Doors open at 5:00 p.m.**

**\$35.00 per person**



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

### **RESERVATION AND CANCELLATION INFORMATION**

**Reservation Deadline:** All mailed reservations must be received by Monday, April 12<sup>th</sup> – Please DO NOT mail checks after April 12<sup>th</sup>. Call-in reservations to Deb Feinberg at (717) 737-3504 must be received no later than noon on Wednesday, April 14<sup>th</sup>.

**Cancellation Deadline:** Cancellations will be accepted until noon on Wednesday, April 14<sup>th</sup>. Any cancellations or no-shows after the Cancellation Deadline will be charged.

**Reservation & Payment:** Complete and mail reservation form, along with a check made payable to **Harrisburg Chapter IAAP**, to **Deb Feinberg CAP, 19 Cherish Drive, Camp Hill, PA 17011**.

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

Dinner Choice:  Braised Beef Brisket  Thai Chicken  Vegetarian

Guest Name: \_\_\_\_\_

Guest Dinner Choice:  Braised Beef Brisket  Thai Chicken  Vegetarian

Enclosed is a check for \$ \_\_\_\_\_ payable to “**HARRISBURG CHAPTER IAAP**”  I need a receipt