

NTS Chapter

The Power of Commitment

October/November 2009
Volume 2, Issue 3

Greetings from the President

October was a fun and busy month; learning and networking at the Leadership Forum in Tucson and attending the bittersweet Executive of the Year luncheon where my boss Greg Spencer received the Executive of the Year award, only to leave the company 10 days later.

Even with no external events or corporate drama, November has seemed just as busy for me. I'm sure this rings true for many of you as well. Life happens. If it's not your boss demanding your time and attention, it's your husband or your children, not to mention a sister, brother, or close friend that needs some face time. And now it's the holiday season! Shopping trips and family and social gatherings galore!

During the holiday season we make the time to get together with friends and family we haven't seen in awhile, often since this same time last year. Familial relationships are important to all of us; however, work relationships can be almost as important as those at home, so you might want to consider taking advantage of the increased opportunities to meet and network with your colleagues socially if you can.

A couple of good events you may want to consider are the company **Holiday Party**, the **Holiday Mingle & Jingle** event to benefit Multiple Sclerosis (*the NTS Chapter's community service event this holiday season*), the **Santa Run**, or volunteering at the **Magical Forest**. These are all great places to get together with coworkers and demonstrate your shared community spirit.

Don't know how to start up a conversation with someone you don't know very well? There are great resources for conversation starters out in recent newsletters; one mentioned in this month's **IAAP: November Connections**, *'Tis the Season to Make the Most of Mingling* by Debra Fine, is particularly helpful for the social-gathering-challenged. Ms. Fine gives plenty of helpful advice and quick tips in her article.

Dr. Loren Ekroth recommends planning ahead and having a few topics in mind before you leave the house. He gives several talking points in his free **Better Conversation Mini Kit** to help you with directing the conversation around the family dinner table and has full kits available for

purchase on his website. Find lots of other free tips on developing good conversational skills or sign up for his free e-zine at www.conversation-matters.com.

If you find yourself getting stressed as the holiday season progresses, you won't want to miss the NTS Chapter's December educational program, **"Stress Management/ Workplace Ergonomics"** brought to you by our gracious coworkers in Occupational Medicine; Joan Carapucci, Sonja Spears, and George Alcalde. At the meeting you will learn simple and effective ways to de-stress your life and find out how a few simple adjustments to your office environment can make working there so much more comfortable.

In closing, I would just like to say, as much as I am looking forward to spending time with friends and family this holiday season and to the fun I always have shopping with my daughters, I am looking forward to January 2 with just as much enthusiasm!

Happy holidays and the best of the season to each of you!

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Special Points of Interest

Board Meeting –
December 7

Chapter Meeting –
December 21



Civility at Work:

20 Ways to Build a Kinder Workplace

by Tom Terez

It's not always easy being nice. There are deadlines to meet, conflicts to settle, resources to share, promotions to snag -- all of which can pit people against each other. What to do? Here are 20 practical ideas. If you believe that workplaces work better when people get along, scan this list and start living it.

1. Say what you mean, and mean what you say. There's no substitute for authentic communication.
2. Be less inclined to give advice -- and more inclined to seek it.
3. Resist the urge to jump to conclusions about people and their motives. Go to the source, get the facts, and then decide.
4. Identify the biggest redeeming quality of that person who's always driving you crazy. Keep it in mind the next time the two of you interact.
5. When greeting a colleague, skip the mindless how-ya-doin'. Ask a question that shows genuine interest.
6. Go out of your way to say thank you. Sincere appreciation is powerful stuff -- it's feedback, recognition, and respect all wrapped in one.
7. If you're overdue in showing gratitude, make up for lost time. Contact everyone who's owed thanks from you, and let them know how much you appreciate their help.
8. When credit and compliments come your way, spread them around to all who helped. And if you think you're solely responsible for that honored achievement, think again.
9. Promise only what you can deliver. If what you deliver falls short, explain why.
10. When things go wrong, resist the urge to assign blame. It's the system that usually fails, so fix the system, not the people.
11. Widen your social circle. If you always go to lunch with the same group, invite someone new.
12. Give a gift for no reason. If you work with nature lovers, order some plants or flowers. If the group has a chronic sweet tooth, get a few candy dishes and keep them full.
13. When a rumor reaches your ear, let it go out the other.
14. Step down from the treadmill of daily tasks and have an inefficient chat with a colleague. If it's someone you rarely engage in conversation, all the better.
15. Show interest in someone else's interests. Okay, maybe you're not dying to hear about Pat's passion for stamp collecting, but Pat will be thrilled you asked.
16. When you take a stand and later realize it's the wrong stand, be honest enough to say so.
17. Involve more people in weighing options and making decisions. There's incredible brainpower all around you, so why not put it to work?
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19. If you tend to send e-mails to colleagues who are an easy walk away, give the computer a rest. Get up, walk over, and have a no-tech conversation.
20. Try going a whole day without making judgments about people. Good luck -- it's tough!

Don't wait for kindness to come your way. Gandhi had it right: We must be the change we wish to see in the world.

ABOUT THE AUTHOR

Tom Terez is a speaker, workshop leader, and author of *22 Keys to Creating a Meaningful Workplace*. His Web site, <http://BetterWorkplaceNow.com>, is filled with tools for building a great work environment. Write to Tom@BetterWorkplaceNow.com or call 614-571-9529.

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Random Acts of Kindness

I found this article in a recent issue of 89123 Magazine and thought it was worth passing on. It works well with the above article on civility.

These are some examples of things you can do to start you on the path to being a kinder, gentler, *healthier* person:

1. Let someone cut in front of you in the checkout line.
2. Buy a bouquet of flowers and give it to the clerk after you pay for your purchase.
3. Slip a thank you note in your mailbox for your postal worker.
4. Buy a gift card at a restaurant and ask the waiter to use it to pay for part of someone else's meal.
5. Babysit for a young couple so they can have some alone time.
6. Tell a waiter/cashier/banker how much you appreciate the good work they do.
7. Do laundry for a new mom.
8. Take the trash can to the curb for an elderly person.
9. Read to a shut in.
10. Send a card to someone who is grieving.
11. Give someone an unexpected hug.
12. Drop off a bag of groceries for someone who is out of work.
13. Pray with someone.
14. Volunteer at a pet or homeless shelter.



Sometimes the smallest gesture can seem like much more to someone in need. Especially with the state of the economy, the holidays approaching, and the additional stress everyone will be feeling, these small gestures can really boost someone's spirits.

Take the steps to achieve Member of Excellence for 2009-2010

The [Pathways to Excellence](#) (may require logging into the Member's area to access) program continues this year with no changes from last year.

A Member of Excellence will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

As a reminder, in order to obtain Member of Excellence, you must meet 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder.
2. Sign the online Member of Excellence Commitment agreement.
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level).
4. Attend non-IAAP professional educational workshops, seminars and conferences.
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification.
6. Pay membership dues on or before anniversary date.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training.
9. Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination).
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.



Tools to get you started

1. [Member Commitment Form](#) (sign this and you've already met one of the criteria)
2. [Example Member of Excellence Validation Spreadsheet](#) (what a completed one looks like)
3. [Member of Excellence Validation Spreadsheet](#) (blank for your use)

SOME THINGS TO REMEMBER:

1. **Criteria carries over each year, so if you were working towards this last year, but did not meet all of the criteria, you can transfer those to your 2009-2010 validation spreadsheet and have a jump on meeting your 8 criteria for 2009-2010.**
2. **Be sure to save all documentation related to your submission, in case you are randomly audited.**

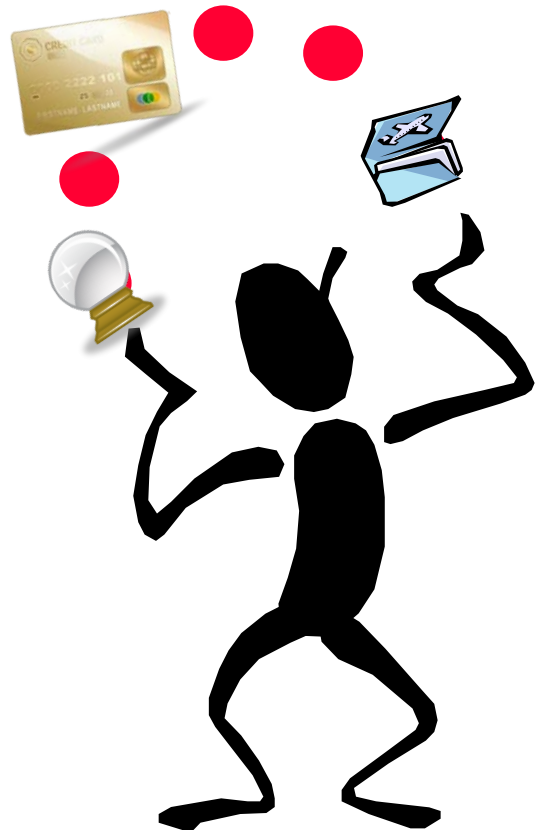
What are you waiting for?

The ABCs of Admins

by Todd Hunt

Bless those bosses who appreciate what admins do. The following job description only scratches the surface:

- A**uditor
- B**udget manager
- C**aterer
- D**iplomat
- E**ducator
- F**ire fighter
- G**raphic artist
- H**oop jumper
- I**nternet expert
- J**uggler
- K**itchen liaison
- L**ifeguard
- M**ind reader
- N**ewsletter editor
- O**rganizer-in-chief
- P**urchasing agent
- Q**uality control supervisor
- R**esearcher
- S**preadsheet designer
- T**ravel agent
- U**mpire
- V**olunteer coordinator
- W**ebmaster
- X**erox specialist
- Y**ear-end report compiler
- Z**ookeeper



Thank you, admins everywhere – you keep business humming!

Business humorist Todd Hunt speaks for IAAP chapters and other organizations that want to add fun to their meetings and send members back to work smiling, with tips to improve communication and success. Visit him at www.ToddHuntSpeaker.com

2009 NTS Chapter Executive of the Year

The NTS Chapter recognized Greg Spencer, NSTec Classification Officer, as the Executive of the Year for 2009. Four nominations were received and judged by an independent source located out of state and not associated with the NTS Chapter, IAAP, or NSTec. Greg was nominated by his Administrative Assistant, Marianne Robbins, NTS Chapter President. Here is the winning nomination letter:

I am nominating my boss because they are, by far, the best boss that I have ever worked for. They have created a work environment of mutual trust and respect that is felt and valued by all of the employees in our group. We gather in the boss' office, collectively or individually, at least once a day to discuss what we're working on or what we have coming up. My boss has such a great sense of humor that these exchanges always end up including laughter over something, no matter what the topic of discussion. This is no small feat considering the nature of the work we do and the serious consequences to be had if we weren't doing that work well. I have never worked anyplace where I have laughed, even if it was just a chuckle, every single day. It is truly a joy to work with this person and the group of people they have managed to bring together.

My boss is naturally upbeat and outgoing, is fair to all parties in a dispute, and remains calm in a crisis. My boss is loyal, honest, and considerate of others. My boss treats everyone with respect, right down to the janitor. Even on the very rare occasion when someone has managed to get on my boss' last nerve; they hold it together until they can get through to them. My boss is a role model for us all.

My boss knows their profession inside out, upside down, and backwards. My boss stays on top of the current trends in the field and shares their insights with peers and employees. My boss is one of those rare people who really knows what they are talking about, and recently received a national recognition award from peers for their outstanding contributions to the profession.

My boss doesn't just think about their career and where it is going, my boss thinks about their employees' careers as well and provides insight into what kinds of education, training, or additional responsibilities might benefit their career advancement. Always before, sitting down for the annual performance review was a dreaded event. Not so anymore. It is actually a collaboration that I look forward to.

My boss is supportive of employees' ideas for process improvement and project development, and inspires innovation and achievement in the pursuit of their employees' goals. My boss also supports my personal development goals, involvement in the International Association of Administrative Professionals, and involvement on the company Administrative Council. My boss understands the desire to give back to the community that inspires and enhances one's personal and career development.

My boss provides positive feedback, praise, and other rewards to their employees on a regular basis. But what better reward can there be in your professional life than to know that your boss respects you, values your input, appreciates what you do, has your back if you mess up, and is always on the lookout for opportunities for their employees to excel? I am rewarded every day!

My boss is a sibling, spouse, parent, and grandparent; frequently returning to Denver, Colorado, to visit family. At other times, my boss brings groups of grandchildren to Las Vegas for one- or two-week-long visits. My boss thoroughly enjoys spending time with their family and they enjoy spending time with my boss. My boss remains very much a part of their every-day lives, never missing an important milestone event, such as a birth or graduation, even from kindergarten.



Pictured (left to right):
Marianne Robbins, Greg Spencer, and Barrett Shaw

Thanks to the members who submitted nominations and congratulations again to Greg Spencer on being chosen as the 2009 NTS Chapter Executive of the Year.

NTS CHAPTER NEWS

December Educational Program

NSTec Wellness Program/Stress Management & Workplace Ergonomics

Presented by: Joan Carapucci, Sonja Spears, and George Alcalde

December 21, 2009

11:30 a.m. - 12:30 p.m.

C1 Auditorium w/VTC to outlying locations



Executive of the Year Luncheon - Recap

Thank you to everyone who attended this year's luncheon. We had 44 attendees from both the NTS and Las Vegas Valley Chapters! Joan Burge graciously spoke about executives and assistants as drivers of change. She spoke about two executives she worked for as an assistant that positively impacted her career. Some of the qualities she admired in those executives included:

- Great teacher
- Walked their talk
- Bit of a rebel
- Continually expanded admin's responsibilities
- Intelligent
- Great attitude
- Set high expectations and settled for nothing less
- Pioneering spirit
- Down to earth
- Rolled up their sleeves and got involved with the workers
- Even keeled

For another perspective, visit Jasmine Freeman's blog on the Office Dynamics website:

<http://officedynamics.com/Blog/tabid/55/PostID/152/Default.aspx>



Pictured from left to right (starting at back of table): Kathryn Lacher, Holly Cox, Trish Cooper, Johnnie Foreman, Terry Brooker, Jennelle Daniel, and Flo Dubielak



*2009 Executive of the Year
Greg Spencer and Joan Burge*



Don Wright and Nikki Freeman



*Pictured from left to right:
Linda Caldwell, Cheryl Lydon, and Melissa Hunt*

Executive of the Year Luncheon – More Pictures



Martha MacIntosh



Bill Nickels, Robin Lopez, and Marianne Robbins



Pictured from left to right:
Shirley Smith, Murry Battle,
Glenda Austin (Las Vegas Valley), and
Jasmine Freeman (Las Vegas Valley)



Attendees listening to guest speaker Joan Burge

Acronyms

APD –
Administrative
Professionals Day

DEFAM –
Division Education
Forum and Annual
Meeting
(formerly Division
Annual Meeting [DAM])

EFAM –
Education Forum and
Annual Meeting
(formerly International
Convention)

EOTY –
Executive of the Year

Current NTS Chapter Membership Roster

Michele Antuney	Murry Battle	Jo Ann Beall	Biscequia Black
Esther Buskirk	Arlette Citron	Patricia Cooper	Holly Cox
Florence Dubielak CPS	Jeannie Faiss	Susan Farnum	Elizabeth Federmack
Juanita Foreman	Cynthia Fuller	Tamatri Gale	Toni Gale
Irma Ginyard CPS	Jimmel Holland	Wanda Hubble	Louise Kubeldis
Sandra Ladd	Ann Linderman	Carolyn Logan	Robin Lopez
Cheryl Lydon	Martha MacIntosh	Jennifer Mankins	Kathleen Matson
Lisa McIntire	Cathy Neal	Dawn Negrete CPS/CAP	Marianne Robbins
Kathleen Pepin	Barbara Raymond	Alicia Riano	Alicia Santos
Vangie Robinson	Candice Rodriguez	Linda Sams	Pamela Soper
Barrett Shaw	Elizabeth Shaw	Shirley Smith	
Sonja Spears	Paula Treider		

Current as of November 18, 2009. If we missed you, your membership may be in process.

REMINDER!

Please remember to complete and return your [member survey](#)! It allows us to help you achieve your goals within the association.

AZ-NV-NM DIVISION NEWS

2009-2010 Membership Contest

MEMBERSHIP CONTEST AZ-NV-NM Division 2009-2010

*In order to increase our membership and retain the members we currently have, we will have a membership contest. This contest is open to all IAAP members in the AZ-NV-NM Division. Each member will receive points for the following categories with the grand prize being \$50:

25	points Awarded each time a member brings a guest to a meeting
50	points Awarded for a member who gives a 5-10 minute presentation or speech on membership at one of their chapter meetings
100	points Awarded for a member who converts member-at-large to join a chapter
250	points Awarded for a member whose guest joins the chapter
500	points Awarded for a member who recruits 5 or more new members

Rules:

Can only receive points for a guest one time unless the guest joins the chapter.

Each member must email their name, name of chapter, name of their guest(s), and date of attendance to the Division Membership Chair @ mssassynv@embarqmail.com in order to get points. This information will be verified through chapter membership chairs.

The contest will commence September 1, 2009 and end on April 30, 2010. The winner will be announced the first week in June.

This information was pulled directly from the [AZ-NV-NM Division Homepage](#). As stated above, the e-mail address to send your entries to is mssassynv@embarqmail.com (Division Membership Chair).

Recap of the Leadership Forum

Last month, NTS Chapter President Marianne Robbins, President-Elect Barrett Shaw, and Membership Chair Holly Cox attended the AZ-NV-NM leadership forum in Tucson, Arizona. The forum was designed to motivate chapter leaders to strengthen chapters and develop succession planning. The Division Board discussed membership retention and the importance of gathering new members. They outlined a process for developing a successful chapter succession plan. The Division Parliamentary Advisors provided a brief overview of parliamentary procedure commonly used in chapter meetings. Vice-President Phyllis McClure gave a presentation on communication skills for leaders. The Board also spoke about marketing and navigating the IAAP Web Community.

Some of the actions from the forum have already been put into place. As mentioned in the November Chapter meeting, the Division Annual Meeting will now be known as the Division Educational Forum and Annual Meeting (DEFAM), beginning with the 2010 meeting in Tucson.

Lessons learned during the parliamentary procedure briefing led to a change in how we approve our meeting minutes, which was also announced at the November Chapter meeting.

If you would like to review some of the materials presented at the forum, please contact [Marianne Robbins](#) or [Barrett Shaw](#).

Division News

As mentioned in the November Chapter meeting, Darlene Stover stepped down as AZ-NV-NM Division President. Margaret Lojas has moved into the position, leaving the Division President-Elect position vacant. If you would like to view the latest Division roster, please [click here](#). If you would like to view the latest issue of the Spotligher (AZ-NV-NM Division Newsletter), [click here](#) to visit the Division website (click on Newsletters on the left-hand side to access the November 2009 edition).

It's not too soon to start thinking about the 2010 EFAM



For those who may not be familiar, EFAM is the premier IAAP event that takes place every summer in a different host city. Members from all over the world converge for a series of business meetings, educational workshops, and more. Next year's event will take place in Boston, MA, at the Hynes Convention Center.

IAAP HQ is offering a special hotel/registration package deal for attendees. The deal allows you to save 10% off the cost of registration, as well as, your hotel stay when you pre-pay at least 4 nights.

For more information, visit the [EFAM page](#) in the Members area of the website. There is a Boston preview video, as well as, a link to the Boston Convention and Visitor Bureau.

The deadline to take advantage of the package deal is **December 15, 2009!**

2009 – 2010 Board of Directors

President

Marianne Robbins
702-295-2510
robbinm1@nv.doe.gov

President-Elect

Barrett Shaw
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Vice President

Vangie Robinson
702-295-5315
robinsee@nv.doe.gov

Secretary

Murry Battle
702-295-2139
battleml@nv.doe.gov

Treasurer

Trish Cooper
702-295-2754
cooperpa@nv.doe.gov

The Gift of Membership

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her, we have the perfect idea: the Gift of Membership. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.



It's easy to give the Gift of Membership. You can either mail/fax in the Gift of Membership form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her Gift of Membership. It only takes a few minutes but gives a gift that lasts an entire year.

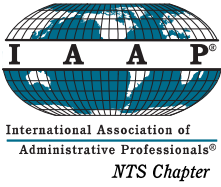
You can access the sign-up forms here: <http://www.iaap-hq.org/join/gift.html>

Don't let another day go by. Give the perfect gift, the Gift of Membership.

In case you're curious about the various types of membership IAAP offers, here is a link to more information: <http://www.iaap-hq.org/join/types.html>

E-mail us at: [IAAP NTS CHAPTER](#)

Visit the [NTS Chapter](#) online



How can we best serve you?

As we begin our next year with IAAP, we want to know what needs you have so that we can meet your expectations and help you reach your goals. Please take a few minutes to fill out this questionnaire and help us better serve you as a member.

- | | | |
|---|--|--|
| <p>1. Number of years as an administrative professional:
_____</p> | <p>4. My current title is:
_____</p> | <p>8. Please check all applicable plans of involvement with IAAP:</p> <p><input type="checkbox"/> Attend most chapter meetings</p> <p><input type="checkbox"/> Attend some chapter meetings</p> <p><input type="checkbox"/> Attend IAAP seminars</p> <p><input type="checkbox"/> Plan to attend Division Annual Meeting</p> <p><input type="checkbox"/> Plan to attend International Convention</p> <p><input type="checkbox"/> Plan to serve on chapter committee</p> <p><input type="checkbox"/> Plan to serve as chapter committee chair in the future</p> <p><input type="checkbox"/> Hope to hold chapter office</p> <p><input type="checkbox"/> Hope to hold division office</p> <p><input type="checkbox"/> Professional member</p> <p><input type="checkbox"/> Associate member</p> |
| <p>2. My career goal is to:</p> <p><input type="checkbox"/> Remain in the administrative support field</p> <p><input type="checkbox"/> Advance into management</p> <p><input type="checkbox"/> Move into another position within my company</p> <p><input type="checkbox"/> Change careers</p> <p><input type="checkbox"/> Other _____</p> | <p>5. Do you hold a CPS/CAP rating?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> | <p>9. My dues are being paid by:</p> <p><input type="checkbox"/> Me</p> <p><input type="checkbox"/> My company</p> |
| <p>3. I joined IAAP for help in:
(check all that apply)</p> <p><input type="checkbox"/> Education</p> <p><input type="checkbox"/> Skills training</p> <p><input type="checkbox"/> Leadership development</p> <p><input type="checkbox"/> Networking</p> <p><input type="checkbox"/> Finding a mentor</p> <p><input type="checkbox"/> Being a mentor</p> <p><input type="checkbox"/> Career assistance</p> <p><input type="checkbox"/> Building self-confidence</p> <p><input type="checkbox"/> Problem solving on-the-job</p> <p><input type="checkbox"/> Peer group support</p> <p><input type="checkbox"/> Social activities</p> <p><input type="checkbox"/> Other _____</p> | <p>6. If not, do you plan to attain the CPS/CAP rating?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> | <p>10. I recommend the following speakers for the NTS Chapter Meetings:</p> <p>_____</p> <p>_____</p> |
| <p>12. Do you have any additional comments or questions?</p> | <p>7. Educational topics you would like to see presented this chapter year:</p> <p>a. _____</p> <p>b. _____</p> <p>c. _____</p> <p>d. _____</p> <p>e. _____</p> <p>f. _____</p> <p>g. _____</p> <p>h. _____</p> | <p>11. I would like to volunteer to give a presentation:</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> |

E-mail, fax, or pony your responses to:

Your name (optional): _____

Vangie Robinson
 robinsee@nv.doe.gov
 P 702-295-5315 / F 702-295-1793 Mail Stop NLV002

Arizona-Nevada-New Mexico Division, IAAP
Division ID No. 551000
www.az-nv-nm-div-iaap.org
2009-2010 Division Officers

President	President-Elect	Vice President
Margaret Lojas CAP 4007 West Maryland Phoenix, AZ 85019 Cell (602) 534-0313 Fax: Home: (602) 347-8086 Email: Margaret.lojas@phoenix.gov	Vacant	Phyllis McClure 12332 North Mesquite Crest Way Oro Valley, Arizona 85737 Cell: (520) 360-5299 Fax: Res (520) 877-9363 Email: iaap.phyllis@gmail.com
Secretary	Treasurer	Parliamentarian
Mary Anne Tolmie 4924 Vespucci Drive Sierra Vista, AZ 85635 Work: (520)458-3315X309 Fax: None Home: (520)458-4720 Email: MATolmie@CochiseIAAP.com	Damaris Hill 1609 Antonio Drive NE Albuquerque, NM 87112 Work: (505) 284-2900 Fax: (505) 845-7498 Home: (505) 299-9416 Email: iaap.divtreasurer@comcast.net	Karen Christian 8435 S. Tumbling X Ranch Place Vail, AZ 85641 Home: 520-495-5165 Cell 520-219-7287 Email: kcaz1@cox.net Member: National Association of Parliamentarians (NAP) Arizona State Board President: Old Pueblo Unit

2008-2009 Division Committee Chair(s)

Bylaws & Standing Rules	Certification Committee	Membership
Jill Nichol, CPS Work: (775)688-3028 Home: (775)829-9420 Email: jnichol@woodburnandwedge.com	Bobbi Damiani, CPS/CAP P O Box 64460 Tucson, AZ 85728 Work: (520)299-6446 Fax: Home: (520) 529-4594 Email: fbdamiani@earthlink.net	Audery Lewis Work: (702)282-0152 Fax: Home: (702)433-1987 Email: A5148l@lvmpd.com
New & Student Chapter Builder	Nominations Committee	Retirement Trust Foundation
Tiffany James Work: (702) 784-5038 Fax: Home: (702)423-7168 Email: tjames@glvar.org	Rachelle Marvin, CPS Work: Home: Fax: Email:	Lori Mc Graw Home: (623)546-0023 Email: : lmcgraw@fedins.com <hr/> Gloria Lodwick Home: (520) 572-8828 Work: Email: iaap.gloria@gmail.com
Division Webmaster	Southwest District Director 2008/10	International President 2009/10
Diane Rogers, CPS/CAP Work: (602) 262-6656 Fax: (602) 495-3793 Home: (602) 482-5833 Email: diane.rogers@phoenix.gov	Antoinette Smith CPS/CAP Work: (314) 233-8054 Fax: (314) 777-1553 Home: Email: antoinette.smith@boeing.com	Susan K. Shamali CPS/CAP Work: Home: Fax: Email: Sshamali@iaap-hq.com