

# WISCONSIN'S ENGAGING INSIGHTS

APRIL, 2011

Issue #10

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## PRESIDENT'S MESSAGE

By Julie Thomas, CPS/CAP



What are you giving yourself for Administrative Professional's Day (APD)? I know some of you are wondering if I've made a mistake in the wording of that question since we're used to being asked what our employers are giving us for APD. I've been doing some thinking about this recently and I believe that our professional development is OUR responsibility, not our employers, chapters, division or association. Of course some of us are fortunate enough to have employer funding for professional development and that is a wonderful benefit. However we still need to put forth the effort to use that benefit and to show our employers what we (and they) have gained from that professional development by sharing new knowledge with fellow admins and putting into practice what we have learned. **Disclaimer:** I do ask for and receive employer funding and time for division and international meetings. However I do not ask for funding or time for chapter meetings since I'm certainly worth the personal investment of \$20 and 3 hours per month.

I know that several members pay their own way for all of their professional development and these members attend their local chapter meetings, division meetings and even some international meetings. Why do they do spend hundreds and even thousands of dollars out of their own pocket every year? They have discovered that investing in their own development is the best professional decision they could make and they're not willing to forgo the development opportunities due to lack of employer funding. Our chapters, division and association are all responsible to provide quality educational programs, and they do, however it is our responsibility as career-minded administrative professionals to arrange the time and resources to attend.

I know that economic times are trying and personal

schedules are demanding, however there are many options for professional development. Your chapter meetings are a great resource for top-notch educational programs at minimal cost. Also consider attending another chapter's meetings if the topic is of interest to you. The next month's chapter meeting topics for all chapters in the division are listed in each division newsletter. I've recently attended several other chapter meetings and I highly recommend it, both for the education and the networking. If you're not able to attend meetings, you can obtain on-line training through resources like Element K, Options, 50-Minute Books available in the IAAP bookstore: <https://iaap-hq.org/eseries/source/Orders/index.cfm>. There are a myriad of books on leadership, customer service, management, organization and many other topics that you can read on your own schedule, and some are even available free through your local library. I would be remiss if I didn't mention that at this time of year there is a tremendous opportunity for you to give yourself the gift of leadership skill development as your chapters are looking to fill officer and committee positions for the coming year.

I am using the skills and confidence that I've gained through IAAP to give myself a rather interesting APD gift this year - I will be one of the breakout speakers at the UW Conference for the Office Professional. My chapter is helping with the conference this year and was given one breakout session for a speaker, which they offered to me as division president. Quite an accomplishment for the member who, upon joining IAAP in 1999, thought she'd never be a chapter officer because she couldn't imagine being at the front of the room!

So, what are you giving yourself for APD?

PASSION &  
PURPOSE

WISCONSIN DIVISION



## 2011 - 2012 WISCONSIN DIVISION BOARD CANDIDATES

By Pat Falkenhagen, CPS - Nominations Committee Chair

The Wisconsin Division Nominations Committee is proud to present the slate of candidates for Division Officers for the 2011 – 2012 year. The Division membership will vote at the WI Division Annual Meeting being held at the Sheraton in Brookfield, WI, on May 13-14, 2011.

The Nomination papers of all candidates have been reviewed by the Committee and are deemed to be in order with the necessary qualifications as stated in the Wisconsin Division Bylaws and Standing Rules.



### **PRESIDENT**

Nancy Arnold, CPS/CAP (SWANI Chapter)

*Automatically ascends to President by virtue of holding the office of President-Elect for the 2010 – 2011 year.*



### **PRESIDENT-ELECT**

Kathleen Princeton, CAP (Waukesha Chapter)

Kathi has been employed with American Family Insurance for the past 29 years, currently as Field Administrative Assistant, Wisconsin East. An IAAP member since 2002, Kathi has served as chapter Treasurer (2004-05) and chapter President (2005-06, 2006-07, and 2007-08) in addition to various committees. She has also served on the WI Division Board as Treasurer (2008-09 and 2009-10) and currently serves as Vice President. Kathi was awarded Member of Excellence in 2009 and 2010. A graduate of Madison Area Technical College, Kathi is also a member of the Wisconsin Division Speakers' Bureau, a Licensed Fiduciary, and has achieved the status of Advanced Toastmaster Bronze.



### **VICE PRESIDENT**

Lynne Woida, CPS/CAP (Downtown Milwaukee Chapter)

Lynne has been employed as Executive Assistant to the Co-Presidents and CFO of J. W. Speaker Corporation for the past 1 ½ years. She was previously employed with Komisar Brady & Co., LLP, for 8 years. An IAAP member since 2005, Lynne served as chapter Secretary (2006-07), Vice President (2007-08), President (2008-09) and chapter Treasurer (2009-10) in addition to numerous committees. Lynne was awarded Member of Excellence in 2008-09 and 2009-10. Lynne is also a member of the Wisconsin Division Speakers' Bureau and has presented a number of times at various IAAP meetings.



### **SECRETARY**

Nancy McCulley, (Madison Chapter)

Nancy has been employed with the Monona Terrace Community and Convention Center for the past 14 years as Assistant Booking Coordinator. A graduate of MATC, Nancy has been an IAAP member since 2005 serving the Madison Chapter on various committees as well as Corresponding Secretary (2007-08), Vice President (2008-09), President (2009-10) (Chapter of Excellence), and currently Vice President. She was awarded Member of Excellence in 2008-09 and 2009-10. Nancy has also served as Special Events Coordinator for the Wisconsin Women's Network and is a Past President of the Madison Business and Professional Women's Club.



### **TREASURER**

Irene Scallon, CPS, (WI Division Member At Large)

Irene has been employed with WEA Trust for the past five years, currently as an Administrative Coordinator. Irene joined IAAP in 2006 and has served on various committees in addition to chapter Treasurer (2007-09), chapter President (2009-10), and division Treasurer 2010-11. Irene has earned the Microsoft Office 2007 Master and was awarded Member of Excellence in 2008-09 and 2009-10.

**Congratulations to all the candidates who are moving up the ladder or stepping up to division leadership positions.**

# WI DIVISION ANNUAL MEETING

May 13-14, 2011

Sheraton Brookfield  
375 S. Moorland Rd.  
Brookfield, WI 53005



Join us for a great weekend of educational sessions, professional development and networking! 5 recertification points have been approved for the weekend. More information and registration materials are now available at:

<http://www.iaap-wisconsin.org/IAAPHQ/WIDivision/MeetingsEvents/Default.aspx>

We hope to see you there!!

## Division Raffle Project

The Division Raffle is held annually during the Wisconsin Division Annual Meeting. Proceeds from this year's fundraiser will go the RTF Foundation in honor of outgoing International President, Mary Ramsey Drow, CPS/CAP.



Any Chapter, or individual member, wishing to make a donation to the raffle is welcome to do so. In the past, donations have ranged from themed baskets (voted the most popular idea at the Division Fall Education Conference) to gift cards, to handmade crafts, to fashion accessories (a designer purse last year was very popular), autographed footballs, Milwaukee Brewer tickets, electronic devices, picnic baskets, etc. Donations can be as simple as a CD, DVD, or book, a handmade ceramic piece or baby blanket to jewelry, to a basket filled with a variety of items. The more raffle prizes the better. Perhaps you want to tie in this year's IAAP theme: Passion & Purpose.

All donations are appreciated! Please contact the project Committee at either Gloria Huschka - [catsmusictravel@yahoo.com](mailto:catsmusictravel@yahoo.com) or Cynthia Welch - [welchc@uwec.edu](mailto:welchc@uwec.edu) to let them know of your donation. Please provide a description of the item for publicity purposes. Either send your item(s) to the annual meeting with a Chapter member or deliver them to the Moorland V Room at the Brookfield Sheraton between 8:30 and 10 am on Friday (5/13) if at all possible. Don't worry if you can't make that block of time, donations will be accepted at any time.

Thank You!

## MEMBER OF EXCELLENCE

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

A **Member of Excellence** will attain a minimum of 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 of 200+ words (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

*More information available at <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Programs/>*



“SPRING IS WHEN YOU FEEL LIKE WHISTLING EVEN WITH A SHOE FULL OF SLUSH!” -

Doug Larson

## 12 WAYS TO WIN FRIENDS & INFLUENCE PEOPLE WHEN YOU'RE THE NEW KID ON THE BLOCK - By Kelly Tyler



Were you ever the new kid in school? Do you remember getting suspicious looks from classmates? Do you remember trying hard to fit in?

If you've been the new employee, board member, volunteer, vendor, customer, or manager, you have probably felt the same suspicion from the current team, employees, board, or volunteers. You also might recall trying too hard to fit in, when doing so just made things worse.

When someone new joins the team, they change it. Whether the team likes it or not, and often it does not, it changes just because someone new joined. A team that is running effectively wants to be disrupted as little as possible. When you are the new person, the more you do to make the change painless, the sooner you will be welcomed and able to contribute.

The disruption of a new person is often caused by conflicting goals and fear. The current team could fear the following:

- ◆ The personality won't mesh with the current team
- ◆ The new person will enforce changes in how the team works
- ◆ He will not understand or respect what has been done and decided
- ◆ He will not respect the people or team culture
- ◆ He will waste time by not following team practices, thus making decisions and tasks take too long
- ◆ He will be a "taker" not a "giver"

When a team is working well together, it does not want a new person to disrupt its efficiency by asking too many questions, requiring justification for past decisions, or needing to be spoon-fed information.

When Elizabeth joined a project team at work, she was eager to get along with everyone and contribute quickly. Although she had good intentions, she took so much time during meetings to ask questions about the team's decisions that she was unable to contribute at all and eventually left the team. While everyone liked her, they did not want to spend time during meetings rehashing everything that was working already.

If a team is not working well, not achieving the results needed, and about to fall apart, an individual might be assigned or invited to join the team to fix it. In that case, the individual's goals would be different from the team's goals. However, conflicting goals can be a problem for effective teams too.

The newbie's goals could include any of the following:

- ◆ Establish credibility right away, so the others know she's worthy to be on the team.
- ◆ Define her role quickly, so she is able to dive in head first.
- ◆ Develop personally through learning or trying something new.
- ◆ Networking to get business from team members directly or as referrals.
- ◆ Make her mark on the team to further advance its Mission the way she feels is best.
- ◆ Retaliate for past run-ins with someone on the team or someone the team supports.
- ◆ Advance her own career by being part of the team's achievements.

It would be wise for existing teams, departments, boards, and groups to have a structured initiation when new people join; however, most of the time it is up to the individual to figure out the team and how to contribute quickly.

**The following 12 strategies can help new teammates contribute more than disrupt teams they join:**

1. Be invited. Offer your strengths and service, but do not force yourself on a team. If the team wants you, they will invite you and eagerly include you.
2. Commit to the Mission of the team. Learn it prior to joining. If you do not buy in to the Mission and cannot support it, do not join that team.

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2010 - 2011 WI DIVISION BOARD CONTACT INFO

**JULIE THOMAS, CPS/CAP  
PRESIDENT**

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PRESIDENT-ELECT**

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**KATHI PRINCETON, CAP  
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**LYNETTE HIERONIMUS, CPS  
SECRETARY**

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205 North Street  
Marathon, WI 54448  
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F: 715-443-3691  
lynette.hieronimus@  
countymaterials.com



**IRENE SCALLON, CPS  
TREASURER**

WEA Trust  
PO Box 733  
Madison, WI 53707-733  
C: 608-833-5979  
F: 608-276-9119  
WiDivTreasurer@charter.net



**WI DIVISION BOARD MEMBER**

**CHAPTER LIAISONS**

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**CHIPPEWA VALLEY**

Lynette Hieronimus, CPS

**DOWNTOWN MILWAUKEE**

Kathi Princeton, CAP

**FOX CITIES**

Kathi Princeton, CAP

**GREATER GREEN BAY**

Irene Scallon, CPS

**MADISON**

Lynette Hieronimus, CPS

**METRO NORTH MILWAUKEE**

Lynette Hieronimus, CPS

**MILWAUKEE**

Nancy Arnold, CPS/CAP

**SE WISCONSIN**

Nancy Arnold, CPS/CAP

**SWANI**

Kathi Princeton, CAP

**WAUKESHA**

Irene Scallon, CPS

**WAUSAU**

Irene Scallon, CPS

**WI DIVISION MEMBERS AT LARGE**

Nancy Arnold, CPS/CAP





**IAAP Members in all Six Districts Can Apply for Housing Assistance until May 15.**

The RTF has assisted many admins over the years with comfortable and affordable housing through building and the ongoing operation of the Vista Grande apartment complex in Rio Rancho, New Mexico. With RTF subsidies, the apartments at the complex are priced below the rent market for the geographic area.

More recently, we launched our Housing Subsidy for Admins in Need program (HSAN) in an effort to assist more admins. This program has the capability of assisting more admins per year than we currently help.

We need you to get the word out about HSAN, so that the RTF can help more admins participate in the program.

Visit the Retirement Trust Foundation web site at: [www.iaap-rtf.org](http://www.iaap-rtf.org).

**The Retirement Trust Foundation - Helping Admins in Need. It's Never Too Late to Donate!**

Whether it's through a donation, participation in the RTF's Family of Givers or through a fundraiser at the IAAP Chapter or Division level; the RTF relies on your donations to help every admin we can.

**With your support, we can do it!**

**CONGRATULATIONS!!!**

Wisconsin Division has two members running for positions on the International Board!



Wendy Melby, CPS/CAP  
is running for International Treasurer

Pat Falkenhagen, CPS  
is running for  
Great Lakes District Director



## 12 WAYS TO WIN FRIENDS & INFLUENCE PEOPLE WHEN YOU'RE THE NEW KID ON THE BLOCK - CONTINUED FROM PAGE 5

3. Have a reason for wanting to be on the team. Know what you bring to the team and how you can help the team advance its Mission. Do not join a team just to be on a team. Joining for purely self-serving or political reasons will not help you win friends and influence anyone.
4. Respect the history. Learn how and why the team was created, what it has accomplished, and who has been on it.
5. Get to know the people on their terms. Let them reach out to you. Again, do not force yourself on them. Learn their strengths and contributions and rely on them accordingly.
6. Understand the culture and how people work together. Assess relationships, communication styles, and interaction. Adapt to the norms, culture, and existing styles.
7. Learn the team's values. For example, one board may be warm, welcoming, gracious, and value growth through relationships, while another may be formal, title-conscious, focused on rules. It would be helpful to understand which board you are joining, so your behavior is consistent with the culture.
8. Understand the formal and informal roles of the teammates. Know who the leaders are and who does what work, regardless of written policies. If you are a new team leader, do not change others' roles right away, as you may not know the strengths of the teammates and could cause resentment among the team. For example, when William was the new president of a board, he brought a list of roles with the names of people he wanted in the roles filled in. He left three key contributors off the list entirely, which in essence kicked them off the board. Later, when no one on the board bought in to his big idea fundraiser, because they all resented him, William called back two of the people and asked them to champion his cause. The cause never got off the ground because William was so disrespectful, and his entire term accomplished nothing significant.
9. Learn the procedures, policies, and decision-making practices. For example, one council makes decisions during meetings. If you miss the meeting, you do not have a say in the decision. Everyone on the team understands that and is fine with it. A new person might want to delay decisions when he cannot be present, and that would not go over well with the team.
10. Listen more than you talk. Absorb the culture, people, history, policies, procedures, and roles by listening. Ask questions when they will not disrupt a meeting or momentum. Listen and adapt to the team.
11. Offer to help. Be a "giver" not a "taker." It is unwise to ask the team for favors such as referrals, meeting location preferences, or schedule changes when you are new. If you joined the team for what you can get out of it, the team will see that quickly and you will not really be included.
12. Relax. Dip a toe in at first and dive in later. Diving in head-first disrupts teams, causes resentment, and often causes teams to disband without meeting their goals.

When you are invited to join a team, ask why you are being invited. What does the team need from you? What are the time, financial, attendance and other obligations and expectations? If you join the team, meet with the person who extended the invitation again after the first meeting to discuss the 12 items above to aid your initiation.

Whether you are the newest employee, board member, volunteer, manager, client, vendor, or teammate, certain fears, goals, and expectations should be anticipated. Take initiative for being a valuable teammate by resisting the common temptation to dive in head-first. Instead, tip-toe carefully and you will win friends, influence people, and contribute effectively to the team and its Mission.



11304 East 65th Street | Kansas City | MO | 64133

Article with permission from Kelly's website at [Kelly Tyler Training Services](#).





## Administrative Professionals Day 2011

The 2011 Theme for Administrative Professionals Day is: **This year, celebrate all office professionals.**

For Administrative Professionals Day 2011, we're veering away from the traditional celebration of the day which is centered on administrative professionals. The recession has hit everyone in the office. Downsizing has forced all of us to pull together and work harder, not just the administrative professionals in the workplace. IAAP recognizes the hard work and sacrifice from everyone. **This year, celebrate all office professionals.**

## About Administrative Professionals Week

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2011, **Administrative Professionals Week is April 24-30** with Administrative Professionals Day on **Wednesday, April 27.**

*Taken from the IAAP Website*

**BE SURE TO CHECK OUT CHAPTER WEBSITES FOR INFORMATION  
ON ALL THE APW WEEK EVENTS**



## MAY CHAPTER MEETING TOPICS

CHAPTER/DATE/LOCATION	PROGRAM TOPIC/SPEAKER
<p><b>CHIPPEWA VALLEY</b>            Wednesday - May 23, 2011            Lakeland College, Chippewa Falls            Time — 5:15 pm - Networking; 5:30 pm - Program; 6:30 - Business Mtg.            RSVP To: Pauline Spiegel at <a href="mailto:jpspie210@yahoo.com">jpspie210@yahoo.com</a> or (715) 726-7816 no later than Friday, May 20, 2011</p>	<p><b>Utilizing Outlook &amp; Strategic Planning</b>  <b>Speaker - Jodie Stevens, Chippewa Valley Technical College</b>  <b>Cost - See website</b>            Check their website at <a href="#">Home - ChippewaValleyChapter</a></p>
<p><b>DOWNTOWN MILWAUKEE</b>            Wednesday - May 10, 2011            Shops of Grand Avenue- East Plankinton Section - Second Floor            (Above TJ Maxx — Former Express store)            165 West Wisconsin Ave., Milwaukee, WI            Time — 11:30am — 12 pm Lunch, Networking, Brief IAAP Business Mtg.; 12 — 1 pm Educational Program            RSVP To: <a href="mailto:dmcsvp@gmail.com">dmcsvp@gmail.com</a>            Reservations Deadline - Friday— May 6, 2011</p>	<p><b>Social Media: The Good, The Bad &amp; The Ugly</b>  <b>Speaker - Comet Branding</b>            The social media experts at Comet Branding will show you how to design your professional brand through use of social media, including examples of the heights we can achieve and the worst pitfalls to avoid.  <b>Cost - Free. Optional box lunch available for \$10.00</b>            Check their website at <a href="#">Home - Downtown Milwaukee - Milwaukee, WI</a></p>
<p><b>FOX CITIES</b>            Tuesday - May 17, 2011            Location - Wipfli, LLP, 2901 E. Enterprise Avenue, Appleton, WI            Time - 5 pm            RSVP To: Ashley Balding by Friday, May 13, 2011 at <a href="mailto:abaldwin@foxcitiespac.com">abaldwin@foxcitiespac.com</a></p>	<p><b>Microsoft Office 2007: Excel</b>  <b>Speaker - Lynn Staszak</b>  <b>Cost - See website</b>            Check their website at <a href="#">Home - Fox Cities (Appleton, WI) Chapter   IAAP</a></p>
<p><b>GREATER GREEN BAY</b>            Monday - May 9, 2011            Radisson Green Bay            Time — 5:00 pm - Networking; 5:30 pm - Dinner; 6:15 pm - Speaker; 7:15 pm - Business Meeting            RSVP To: <a href="mailto:Christine.VanBoxtel@associatedbank.com">Christine.VanBoxtel@associatedbank.com</a>;            Reservations Deadline - 12:00 pm on Friday, May 6, 2011</p>	<p><b>Installation Of New Officers &amp; Recognition of Members</b>  <b>Cost— See website</b>            Check their website at <a href="#">Greater Green Bay Chapter</a></p>
<p><b>MADISON</b>            Thursday - May 19, 2011            Sheraton Madison            706 John Nolen Drive, Madison, WI            Time - 5:15 - 6 pm - Business Mtg.; 6 - 7 pm - Dinner &amp; Networking; 7 - 8 pm - Program            RSVP To: Yvonne Wheeler at <a href="mailto:ywheeler@meadhunt.com">ywheeler@meadhunt.com</a>            Reservations Deadline - 9 am on May 16, 2011</p>	<p><b>Election &amp; Installation Of New Officers + Hands-On Workshop: Share Administrative Best Practices</b>  <b>Speaker - Julie Allemagne (Assisting)</b>  <b>Cost- \$20.00 for IAAP members; \$25.00 for Guests, \$10.00 for program only.</b>            Check their website at <a href="#">Home - Madison Chapter IAAP</a></p>
<p><b>METRO NORTH MILWAUKEE</b>            Wednesday - May 18, 2011            Village of Menomonee Falls, Lower Level Training Room            W156 N8480 Pilgrim Road, Menomonee Falls, WI            Time - Start at 6:00 pm            RSVP To: Jennifer Schied at <a href="mailto:jschied@froedtertcommunityhealth.org">jschied@froedtertcommunityhealth.org</a> or (414) 777-4643.            Reservations Deadline - Reservations canceled after the Friday before the Wednesday meeting date will be billed the program fee.</p>	<p><b>Business Meeting, Chapter Planning &amp; Elections</b>  <b>Cost - See website</b>            For more information check their website at <a href="#">Metro North Milwaukee Program Calendar</a></p>

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## MAY CHAPTER MEETING TOPICS - Continued From Page

CHAPTER/DATE/LOCATION	PROGRAM TOPIC/SPEAKER
<p><b>MILWAUKEE</b>            Thursday - May 12, 2011            Klemmer's Banquet Center            10401 W. Oklahoma Avenue, Milwaukee, WI            Time — 5:15 pm Networking; 6:00 pm Dinner followed by Business Mtg. &amp; Program            RSVP To: Kristi Sanders at <a href="mailto:kristisandersvp@gmail.com">kristisandersvp@gmail.com</a>            Reservations Deadline - May 6, 2011</p>	<p><b>Program/Speaker</b> - See website  <b>Cost</b> - \$15 - IAAP Members; \$18 - Guests; \$5 - Program Only</p> <p><b>Administrative Professionals Week Event - 4/30/11- Let Me "PUMP" You Up by Susie Mathews</b>            For more information check their website at <a href="#">Home - Milwaukee Chapter</a></p>
<p><b>SOUTH EAST WISCONSIN</b>            Thursday - May 5, 2011            Location - Gateway Technical College, Racine Campus            Time - 5:30 pm - Dinner; 6:30 pm - Program            RSVP To: MaryBeth Kallio at <a href="mailto:seiaapmbk@yahoo.com">seiaapmbk@yahoo.com</a>            Reservations Deadline - See website for info</p>	<p><b>Office 2010</b>  <b>Cost</b> - See website  <b>Speaker - MaryBeth Kallio, CAP</b>            Check their website at <a href="#">Home - South East WI Chapter</a></p>
<p><b>SWANI</b>            Tuesday - May 17, 2010            Hhffrrggh Inn            731 S. Wuthering Hills Drive, Janesville, WI            RSVP To: <a href="mailto:iskarlupka@blackhawk.edu">iskarlupka@blackhawk.edu</a>            Reservations Deadline - Monday, May 16, 2010</p>	<p><b>Member Recognition Event</b>  <b>Cost</b> - See website            For more information check their newsletter at <a href="#">Home - SWANI Chapter (Southern Wisconsin and Northern Illinois) IAAP</a></p>
<p><b>WAUKESHA</b>            Thursday — May 5, 2011            Venice Club            1905 N. Calhoun Road, Brookfield, WI            Time — 5:30 pm - Networking; 6:00 pm - Dinner; 6:30 pm - Program; 7:30 pm -Business Mtg.            RSVP To: <a href="mailto:iaapwaukesha@Yahoo.com">iaapwaukesha@Yahoo.com</a>            Reservations Deadline - See website for info</p>	<p><b>New Officer Installation</b>  <b>Cost</b> - \$15.00 Students, \$17.00 All Others            For more information check their website at <a href="#">Home - Waukesha Chapter</a></p>
<p><b>WAUSAU</b>            Wednesday - May 11, 2011            Stoney Creek Inn            Rothschild, WI            Host: Beth Dotseth, CPS/CAP            Time — 11:30 am to 4:30 pm            RSVP To: See website for info</p>	<p><b>Annual Meeting &amp; Elections</b>  <b>Cost</b> — \$7            For more information check their website at <a href="#">Home - Wausau Chapter - Wausau, WI</a></p>



## “I DON'T KNOW HOW TO TELL YOU THIS, BUT.....” - BREAKING BAD NEWS TO YOUR BOSS - From Office Team

Most of us don't bother to tell our bosses about the minor glitches that are part of the average workday. But every now and then, something happens that the boss just has to know about, like a major mistake or missed deadline. Even if you and your manager are on good terms, there are some conversations you simply don't want to have.

While you may be tempted to conceal the problem until it blows over or gets resolved, it's better to be direct. Here are some right and wrong ways to deliver upsetting news to your manager:

- ◆ **DO deliver the message yourself.** If possible, arrange a face-to-face meeting to explain what has happened. This will allow for a faster, easier exchange of information and show that you take the situation seriously.
- ◆ **DON'T drag your feet.** As upsetting or difficult as the news may be, it will be better in the end if you tell your manager right away. The last thing you want is for him or her to hear it through the grapevine or be the last to know.
- ◆ **DO offer solutions.** Before you present bad news to your manager, think about potential ways to correct the problem. When you meet with the boss, discuss with him or her steps you have already taken and share your ideas for reaching a successful resolution.
- ◆ **DON'T pass the buck.** Address the issue at hand without passing blame or pointing the finger at others. If the situation is due to an oversight or error on your part, admit your role immediately and accept responsibility.
- ◆ **DO be honest.** Be upfront about the scope of the situation, especially when the best solution will be costly in terms of time or money. It's never a good idea to downplay the seriousness of a problem or withhold information in the hopes that the boss will be less upset.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

###

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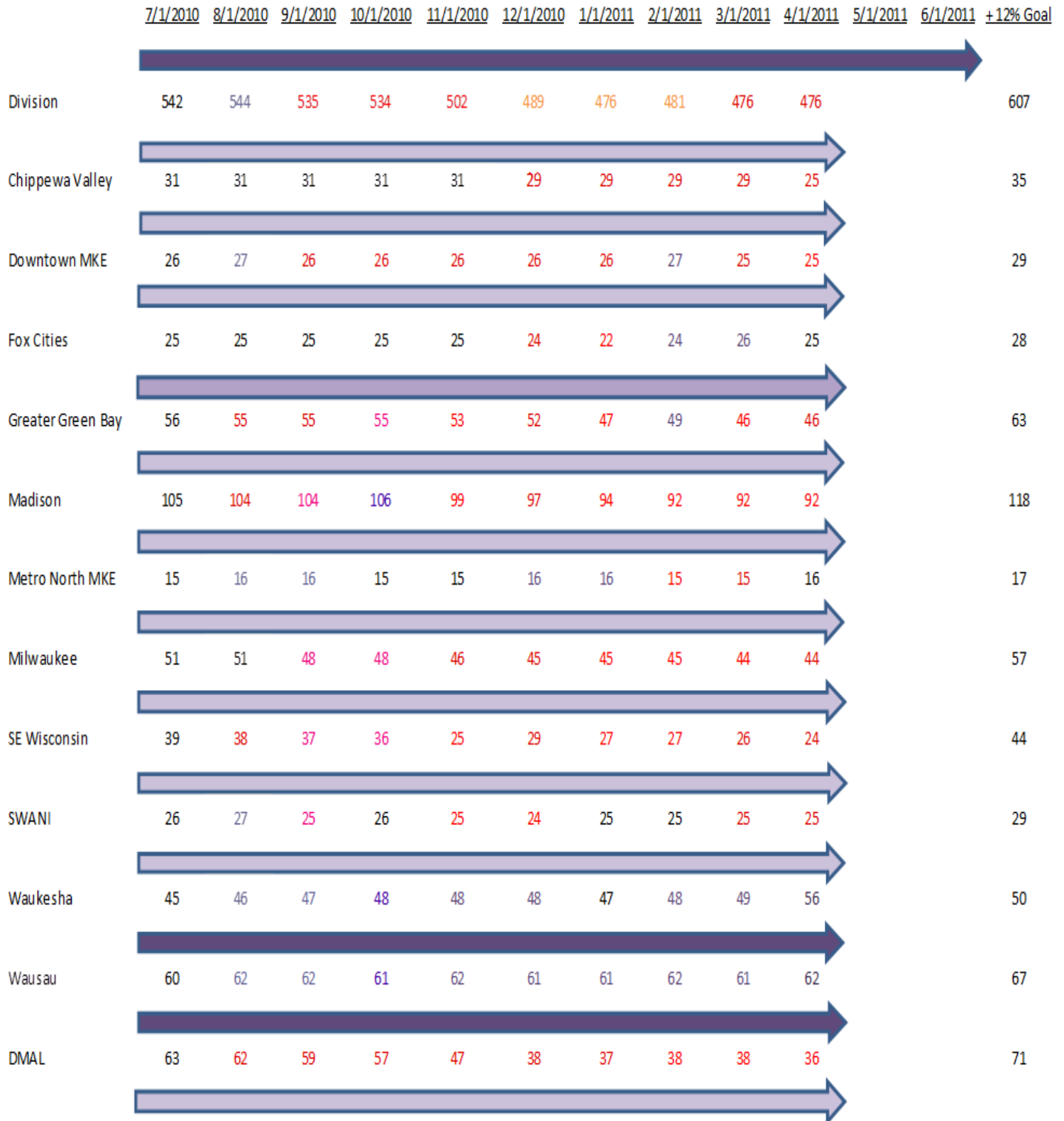
**- Elizabeth Hyland, Author of “Surviving The Unemployment Roller Coaster.”**



## DIVISION OF EXCELLENCE SCORECARD

	Criteria	Status
#1	75% of the chapters offer programming that awards recertification points (9 chapters are needed)	As of Mar. 1, eight chapters (73%) have submitted at least one recertification certificate (still need 1)
#2	The division annual meeting offers a minimum of 3 recertification points	Planning for May
#3	20% of the members in the division must hold the CPS and/or CAP certification; and the division recognizes new certification holders and those who recertify	Testing in November and May; to be recognized in newsletter and at WDAM. <b>As of Mar. 1, we are at 23.7%</b>
#4	<b>Download the Division of Excellence Commitment form, sign and date the form.</b>	<b>Done</b>
#5	<b>Publish a minimum of four newsletters/e-newsletters and participate in the IAAP Web Community</b>	<b>Done</b>
#6	<b>Provide leadership training for chapter and division leaders, which emphasizes the development of a chapter business (strategic) plan and succession planning. This training shall last a minimum of 60 minutes.</b>	<b>Done</b>
#7	Create and maintain an annual budget; provide a quarterly financial statement to the chapter presidents; and submit the annual audit report to the International Treasurer, as per the information provided to Division Treasurer. <b>This criterion is mandatory.</b>	<b>In Progress</b> Division Budget completed in August Quarterly financials to be provided to chapter presidents (1 <sup>st</sup> & 2 <sup>nd</sup> Qtr done) Annual audit report submitted to International Treasurer
#8	<b>Maintain a full slate of division officers (minimum 4 offices); 100% of the chapters must submit their new officers and chair listing to HQ by July 1; and the division must submit their new officers and committee chair listing to HQ by July 1</b>	<b>Done (thank you, chapters!)</b>  All chapters met the deadline - Information will be verified through records at Headquarters
#9	<b>Maintain chairpersons for the Bylaws, Certification, Education, and Membership committees</b>	<b>Done</b> We have all appropriate chairs
#10	<b>Division member(s) serve on a international committee or serve on the international board of directors or as an RTF Trustee</b>	<b>Done</b> Wendy Melby CPS/CAP, GLD Director and Mary Ramsay-Drow CPS/CAP, International President
#11	President-Elect attends the Incoming Division Presidents' Conference	In April
#12	<b>Send a delegate or submit a proxy to the International Convention and Education Forum. This criterion is mandatory.</b>	<b>Done</b> Julie Thomas attended EFAM in Boston as the Division delegate
#13	<b>Submit a completed application for the Avery Chapter and Division Achievement Awards Program</b>	<b>Done</b>
#14	<b>60% of the chapters submit a completed application for the Avery Chapter and Division Achievement Program or the Award for Excellence Program.</b>	<b>Done (thank you, Chapters!)</b>
#15	90% of the chapters have a minimum of 15 members	<b>As of Mar. 1, 100% of chapters have 15 or more members</b>
#16	Sustain a net increase in membership of 8%	As of Mar. 1, decrease of 13.3%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	To be confirmed at end of year (as of Mar. 1, retention rate is 78.3%)
#18	Sustain an increase of at least one new IAAP Professional Chapter or one new Student Chapter	
#19	Establish a division business (strategic) plan and share with chapters; conduct a minimum of one business (strategic) planning session; and conduct a member interest/satisfaction survey.	<b>In Progress</b> Strategic Plan completed. Survey sent out to Chapters and posted in the Division eGroup; closes March 11

### MEMBERSHIP NUMBERS



## DIVISION COMMITTEE CHAIRS

### AUDIT

Eileen Rauman, Milwaukee Chapter  
[eileen.rauman@att.net](mailto:eileen.rauman@att.net)

### BYLAWS & STANDING RULES

Kris Pool, CAP, Division Member At Large  
[kpool33@yahoo.com](mailto:kpool33@yahoo.com)

### CERTIFICATION

Heidi Wold, CPS/CAP, Chippewa Valley Chapter  
[hwold@cesa10.k12.wi.us](mailto:hwold@cesa10.k12.wi.us)

### MEMBERSHIP/NEW CHAPTER BUILDER

Jeanne Kohl, CAP, Madison Chapter  
[jeanne.kohl@meadhunt.com](mailto:jeanne.kohl@meadhunt.com)

### NEWSLETTER

Suzy Borchers, CAP, Madison Chapter  
[suzy.borchers@ppplusic.com](mailto:suzy.borchers@ppplusic.com)

### NOMINATIONS

Pat Falkenhagen, CPS, Green Bay Chapter  
[pat.falkenhagen@nsighttel.com](mailto:pat.falkenhagen@nsighttel.com)

### PARLIAMENTARY ADVISOR

Donna Gross, CPS, Madison Chapter  
[dgross@romesystems.com](mailto:dgross@romesystems.com)

### PROJECT

Gloria Huschka, SWANI Chapter & Cynthia Welch, CPS, Chippewa Valley  
[catsmusictravel@yahoo.com](mailto:catsmusictravel@yahoo.com)    [WELCHCH@uwec.edu](mailto:WELCHCH@uwec.edu)

### RTF

Donna Beck, Division Member At Large  
[d8beck924@yahoo.com](mailto:d8beck924@yahoo.com)

### WEBSITE

Arlene Kroening, Wausau Chapter  
[Arlene.Kroening@LibertyMutual.com](mailto:Arlene.Kroening@LibertyMutual.com)



## IMPORTANT DATES TO REMEMBER

### Administrative Professionals Week/Day

April 24-30, 2011 - Week (APW)

April 27, 2011 - Day (APD)

### CPS/CAP Certification Exams



May 6-7, 2011

<http://www.iaap-hq.org/provdev/certification/index.html>



### Wisconsin Division Annual Meeting

May 13-14, 2011

Sheraton Brookfield

375 S. Moorland Road

Brookfield, WI

International Education Forum & Annual Meeting



**MONTREAL** 2011 July 24-27

### International Educational Forum & Annual Meeting (EFAM)

July 24-27, 2011

Montreal Convention Center

Montreal, Canada

[Hotel Reservations Are Now Open - Click Here For Info](#)

### Deadline For November CPS/CAP Exams

August 15, 2011



### IAAP Fall Conference

October 9-12, 2011

Sheraton San Diego Hotel & Marina

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

### CPS/CAP Certification Exams

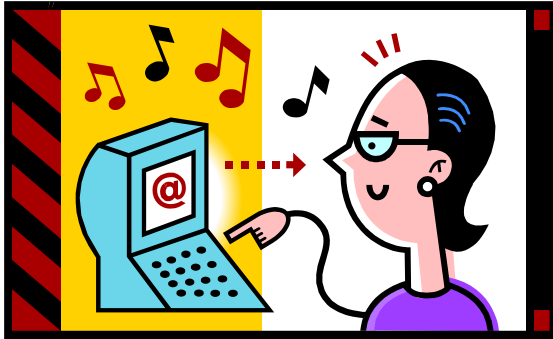
November 4-5, 2011

## 2010–2011 International Board of Directors

	<p><b>Mary Ramsay-Drow, CPS/CAP</b>  <b>President</b>            921 E Park Blvd.            Oak Creek, WI 53154-3925            Work 414-343-4608            Fax 414-343-4089            Home 414-571-1252            E-mail <a href="mailto:mradow@iaap-hq.org">mradow@iaap-hq.org</a>            E-mail <a href="mailto:mary.ramsay-drow@harley-davidson.com">mary.ramsay-drow@harley-davidson.com</a></p>		<p><b>Tamra Goodall, CPS/CAP</b>  <b>President-Elect</b>            106 Laurel Dr.            Hurricane, WV 25526            Home 304-757-9216            Work 304-344-9744            Home E-mail <a href="mailto:tamragoodall@comcast.net">tamragoodall@comcast.net</a>            Work E-mail <a href="mailto:tgoodall@wvha.org">tgoodall@wvha.org</a></p>
	<p><b>Karlena Rannals, CPS/CAP</b>  <b>Vice President</b>            313 Calle Fiesta            San Clemente, CA 92672-2114            Home 949-498-8037            Work 858-756-6014            Cell 619-990-1005            E-mail <a href="mailto:mailto:krannals@iaap-hq.org">mailto:krannals@iaap-hq.org</a></p>		<p><b>Antoinette Smith, CPS/CAP</b>  <b>Secretary</b>            862 Liberty Village Dr.            Florissant, MO 63031            Work 314-233-8054            Fax 314-545-8579            E-mail <a href="mailto:asmith@iaap-hq.org">asmith@iaap-hq.org</a></p>
	<p><b>Judith Yannarelli, CPS/CAP</b>  <b>Treasurer</b>            281 Cloverleaf Dr.            Longs, SC 29568            Home/Work 843-734-0120            Cell 973-449-8446            Fax 843-734-0120            E-mail <a href="mailto:jyannarelli@iaap-hq.org">jyannarelli@iaap-hq.org</a>*</p>		<p><b>Sharron Buttler, CPS/CAP</b>  <b>Director, Canada District (11)</b>            53 Willow Glen Dr.            Kanata, ON            CANADA K2M 1K9            Work 613-596-7180            Fax 613-596-7763            E-mail <a href="mailto:sbuttler@iaap-hq.org">sbuttler@iaap-hq.org</a></p>
	<p><b>Wendy Melby, CPS/CAP</b>  <b>Director, Great Lakes District (11)</b>            Manpower Inc.            100 Manpowr Place, 4th Floor            Milwaukee, WI 53212            Work 414-906-7197            Home 262-391-9611            E-mail <a href="mailto:wmelby@iaap-hq.org">wmelby@iaap-hq.org</a></p>		<p><b>Bianca M. Constance</b>  <b>Director, Northeast District (12)</b>            SIFMA            120 Broadway, 35th Floor            New York, NY 10271            Work 212-313-1152            Fax 212-313-1028            E-mail <a href="mailto:bconstance@iaap-hq.org">bconstance@iaap-hq.org</a></p>
	<p><b>Kristi Rotvold, CPS/CAP</b>  <b>Director, Northwest District (12)</b>            3719 10th St. N., Fargo, ND 58102            Work 701-234-6091            Fax 701-234-4220            Home 701-235-1045            Cell 701-388-9626            E-mail <a href="mailto:krotvold@iaap-hq.org">krotvold@iaap-hq.org</a>            E-mail (emergency only)  <a href="mailto:kristi.rotvold@sanfordhealth.org">kristi.rotvold@sanfordhealth.org</a></p>		<p><b>Virginia Boyd, CPS/CAP</b>  <b>Director, Southeast District (11)</b>            Ascend Performance Materials            1515 Hwy 246 S (29646)            PO Box 1057            Greenwood, SC 29646            Work 864-942-4219            Fax 864-942-4726            E-mail <a href="mailto:vboyd@iaap-hq.org">vboyd@iaap-hq.org</a></p>
	<p><b>Dortha Gray, CPS/CAP</b>  <b>Director, Southwest District (12)</b>            7626 Millshire Way            Houston, TX 77095            Work 713-651-6302            Home 281-856-2726            E-mail <a href="mailto:dgray@iaap-hq.org">dgray@iaap-hq.org</a></p>		<p><b>Leanne Fisher, GradCert Bus, JP</b>  <b>Affiliate Representative (11)</b>            PO Box 4229, Melbourne University            Victoria 3052            AUSTRALIA            Work 61 3 8344 4721            Home 61 3 9744 6976            E-mail <a href="mailto:lfisher@iaap-hq.org">lfisher@iaap-hq.org</a></p>

• = Preferred (11) or (12) designates term runs through that year (term ends upon that year's international annual meeting election); District Directors serve two-year terms

### Check Out These Websites



If you have some websites that you would like to share, please send them to [suzy.borchers@pplusic.com](mailto:suzy.borchers@pplusic.com)



Need help translating languages? Want to learn some French for EFAM in July? This site can help.

[translate.google.com](http://translate.google.com)



Need help finding a phone number or address? This site can help.

[realpageslive.com](http://realpageslive.com)

## IAAP - Wisconsin Division

Newsletter Editor - Suzy Borchers, CAP

This is your newsletter, so please contact me at [suzy.borchers@pplusic.com](mailto:suzy.borchers@pplusic.com) with any suggestions or comments about this newsletter.

We're on the web at:  
[Home - Wisconsin Division](#)  
[Home - IAAP](#)

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