

## Officer's Message

Dear Wisconsin Division Members:

The IAAP year is now more than half over, and it may be a good time to reflect on what we have done, what our chapters have done, and what our division has done.

On an individual level, I hope everyone has taken advantage of what our organization has to offer – from educational programs to networking opportunities to leadership experiences. Have you committed to becoming a “Member of Excellence”? If you haven't yet, there's still time to review the criteria, see how many you've already met, and set a goal to meet the remaining ones you need. Remember – the chapter with the highest percentage of Members of Excellence wins a cash prize!

On a chapter level, I hope every chapter in the division is working on officer nominations for the upcoming year. Even if the incoming board is already set, start now with succession planning and identify potential leaders to chair a committee and possibly take an office position in the future. It's never too early to plan! How is your chapter doing on the journey to becoming a “Chapter of Excellence”? Achieving this goal not only demonstrates the professionalism of your chapter, it also saves on the cost of hosting your website in the IAAP Community.

On a division level, I can say your board has been hard at work planning for the annual meeting in May. The event is a great opportunity for members to come together for education, training, and networking. For those holding the CPS and/or CAP rating, there will be recertification points. The basket raffle will return, as well as the ever-popular 50/50 raffle. The annual meeting is also the chance for your chapter to participate in division business – electing officers, voting on amendments to the bylaws and standing rules, etc. We hope to see you all in Neenah!

Nancy Arnold CPS/CAP  
Vice President

### Important Dates to Remember:

**IAAP's Professional Education Conference (PEC)**  
March 8-10, 2010  
Grand Sierra Resort  
Reno, NV

**Wisconsin Division Annual Meeting (WDAM)**  
May 14-15, 2010  
Bridgewood Resort Hotel  
Neenah, WI

**International Educational Forum and Annual Meeting (EFAM)**  
July 18-21, 2010  
Hynes Convention Center  
Boston, MA

### IAAP's MISSION

*"Enhancing the success of career-minded Administrative Professionals by providing opportunities for growth through Education, Community Building, and Leadership Development."*

## Pathways to Excellence

### Member of Excellence Criteria #3

Submitted by: Nancy Arnold CPS/CAP

Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level).

Through your journey on the Pathways to Excellence (P2E), you may wonder about certain criteria, what it takes to get that point, and what is needed for documentation. Remember that a small percent of members are chosen at random for audit and this is why you should have your documentation ready. Criteria #3 can be divided into two parts – all you need is one. More details on each one follow:

1. *Actively participate in the web community discussions.* The guidelines do not specify any minimum number of posts required, but you need a copy of all posts or dates and forums posted to for your documentation. Here are a couple suggestions to accomplish this: a) In the community, launch an advanced search from the eGroups page and search on your name, or b) In the community (on the eGroups page), click on “My Messages” on the left side of the page.
2. *Submit an article for an IAAP publication.* The guidelines specify that the article must be at least 200 words in length; this is about two average paragraphs. A copy of the newsletter is all you need for documentation; if the newsletter is lengthy, keep a copy of the front page and the page with your article.

By this time, many of our members are probably well on their way to becoming Members of Excellence, and some members may have already submitted their application online. Congratulations to all of you - our profession takes commitment and becoming a Member of Excellence is proof of the “Power of Commitment”!



### Chapter of Excellence Criteria #14

Submitted by: Pat Falkenhagen CPS

Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent.

Be sure to confirm the second portion of the requirement. Review your chapter roster for July 1, 2009. Compare it to your roster at the end of June 2010. At least 80 percent of the members listed on the July 1 roster need to still be active members of your chapter in order to meet the second part of the criteria.

### 2009-2010 Board of Directors

#### Division President

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#### Division Vice President

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#### Division Secretary

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## Communicate with Credibility

Many administrative professionals feel they aren't taken seriously. The ability to communicate confidently and credibly is critical if you want to gain people's attention and respect. You may be surprised to learn that content is the foundation of effective communication but the words you use are only a foundation. Years ago a study that was published in the book, *Silent Messages*, showed that when establishing credibility:

- the words you say influence acceptance of your message 7% of the time,
- how you sound when you say the words influence acceptance 38% of the time, and
- how you look when you say the words influence acceptance 55% of the time.

Your body language and vocal presence can be even more important than the actual verbal message. It doesn't matter how much expertise you have, if your communication style is bland and flat, your colleagues, boss, or clients are not going to find you credible. Here are techniques that will enhance your communication credibility:

1. Be clear and accurate. Avoid exaggerations and jargon. Get the facts right.
2. Let people know that you can deliver. Use testimonials and examples to illustrate and build trust.
3. Listen and find points in common. People trust those who share their views and who are interested in their ideas and concerns. Periodically ask if they agree.
4. Don't sabotage yourself by questioning your own conclusion or using qualifiers, such as, "This may be a stupid question...."
5. Get your energy up. Enthusiasm and confidence are transmitted by the way you speak. Be animated and yet relaxed. Use natural gestures. Smile. Don't fidget, touch your face or hair, or lick your lips frequently.
6. Look the part. Dress in a classic and stylish manner but not so that your dress distracts from your impression and communication.
7. To speak with authority, stand up straight, project your voice, enunciate your words, and remain calm. Your tone and pitch should be deep and strong. If you are a woman with a high voice, practice speaking in a lower pitched voice without lowering the volume. Consistently maintain eye contact without staring.
8. To control nervousness, breathe deeply and slowly. Don't be afraid to pause periodically.
9. Practice works, that's why athletes do it. It is not enough to go over what you will say in your mind. Stand up and practice aloud.

"It doesn't matter how much expertise you have, if your communication style is bland and flat, your colleagues, boss, or clients are not going to find you credible"

If you don't know the answer to a question, say so and offer to get the answer. If you misspeak, acknowledge it and move on. Don't undercut yourself by apologizing over and over or dwelling on it.

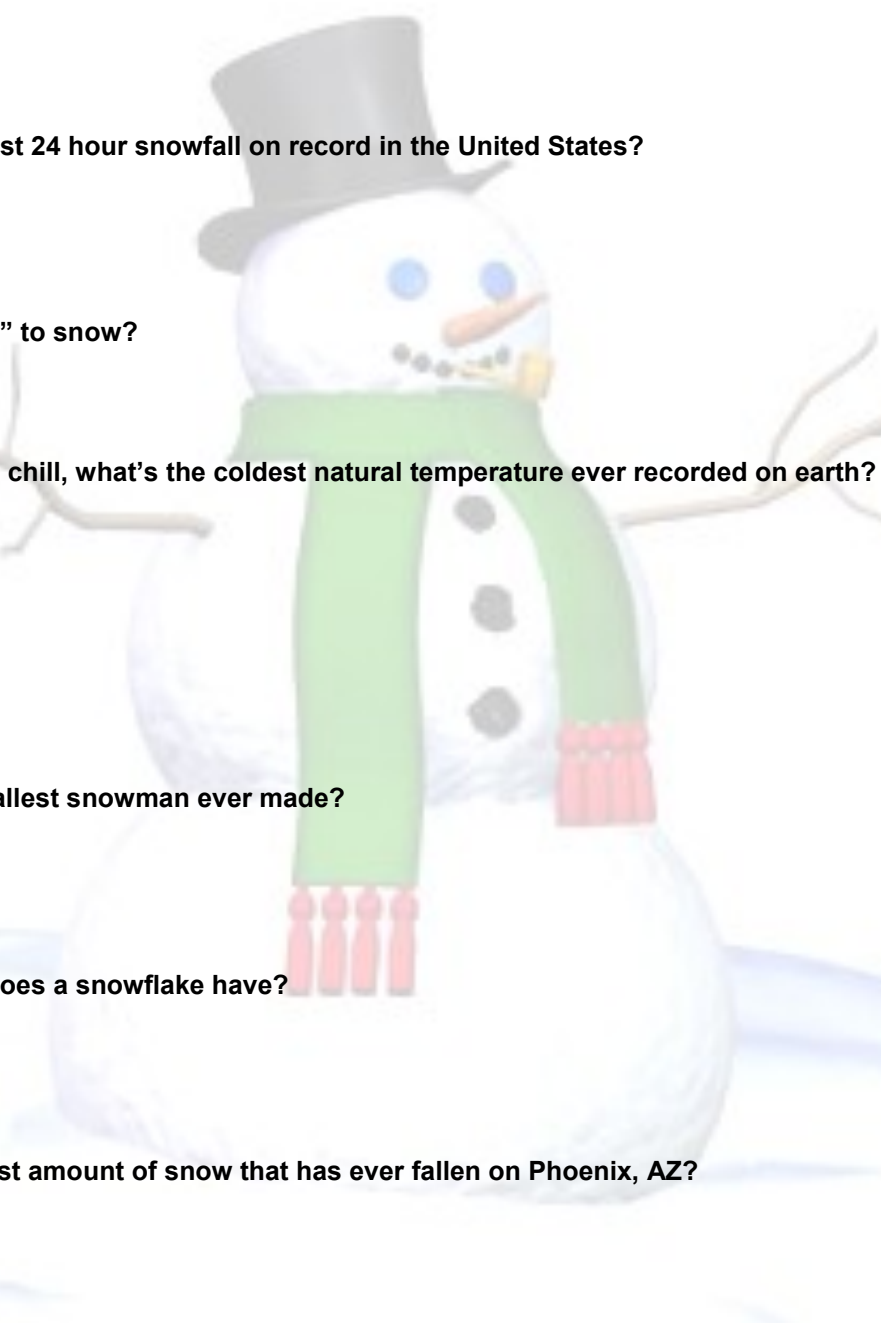
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***"The more you are willing to accept responsibility for your actions, the more credibility you will have."***

-Brian Koslow

## Let it Snow!!!!

Are you tired of winter yet? Test yourself on these fun facts about snow.

1. What is the biggest snowflake on record?
    - A. 8" x 15"
    - B. 5" x 5:
    - C. 8" x 12"
  2. What is the heaviest 24 hour snowfall on record in the United States?
    - A. 49"
    - B. 60"
    - C. 76"
  3. Is it ever "too cold" to snow?
    - A. Yes
    - B. No
  4. Not counting wind chill, what's the coldest natural temperature ever recorded on earth?
    - A. -95.9° F
    - B. -117.3°F
    - C. -128.6° F
  5. Is snow edible?
    - A. Yes
    - B. No
  6. How tall was the tallest snowman ever made?
    - A. 150 feet
    - B. 122 feet
    - C. 122 feet
  7. How many sides does a snowflake have?
    - A. 4
    - B. 6
    - C. 8
  8. What is the greatest amount of snow that has ever fallen on Phoenix, AZ?
    - A. 2"
    - B. 3"
    - C. 1"
- 

Answers can be found on Page 6

## Strategies for Managing the Workload

It's hard to find anyone these days who isn't on overload. Too much to do, too much incoming information, not to mention the unexpected "urgent" to do's that crop up every day. Assess how consistently you're using these strategies that experts say will help you manage your workload and reduce your stress.

Give yourself a "3" if you do this consistently and effectively. Give yourself a "2" if you are able to do this sometimes. Give yourself a "1" if you aren't doing this as often or as well as you think you should. To what extent are you able to?

- \_\_\_\_\_ Set aside specific times to check email and voice mail, and keep to them
- \_\_\_\_\_ Say no to requests
- \_\_\_\_\_ Eliminate unessential tasks unless they are related to goals
- \_\_\_\_\_ Delegate to others (willing to give up control)
- \_\_\_\_\_ Focus on simplifying your personal life
- \_\_\_\_\_ Use your body clock to boost productivity by consciously taking on more concentrated tasks when you have the most energy
- \_\_\_\_\_ Sidestep interruptions
- \_\_\_\_\_ Refrain from overestimating how much you can do
- \_\_\_\_\_ Sort, store, and prioritize incoming communication including email
- \_\_\_\_\_ Create and use templates for routine or frequent tasks and communications
- \_\_\_\_\_ Reduce personal phone calls, conversations, and errands during the work day
- \_\_\_\_\_ Plan your work day a day in advance
- \_\_\_\_\_ Keep contacts and files organized so they are easy to find
- \_\_\_\_\_ Know when you are losing concentration and take a break
- \_\_\_\_\_ Do it right now if it will take less than five minutes

Almost half of us say that we feel stressed at work, but many of us work more hours than we need to. To get your workload under control, make a list of every item that you scored a "1" on. Set goals and focus on those strategies for the next 60 days. You'll be pleased with the results and ready to move on to the "2's"!

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## Answers to Let it Snow Quiz

1. What is the biggest snowflake on record?
  - A. 8" x 15" - Found in Fort Keogh, Montana in 1887
2. What is the heaviest 24 hour snowfall on record in the United States?
  - C. 76" - Silver Lake, Colorado in 1921
3. Is it ever "too cold" to snow?
  - B. No—All that's needed to produce snow is moisture in the air.
4. Not counting wind chill, what's the coldest natural temperature ever recorded on earth?
  - C. -128.6° F— At Vostok Research Base, Antarctica on July 21, 1983.
5. Is snow edible?
  - A. Yes—But not recommended.
6. How tall was the tallest snowman ever made?
  - B. 122 feet—Actually a snowwomen named Olympia in Maine in 2008.
7. How many sides does a snowflake have?
  - B. 6
8. What is the greatest amount of snow that has ever fallen on Phoenix, AZ?
  - B. 1" - In January, 1937

Hopefully Spring is not too far off!

## Win with Trivia!

Each month, there will be some type of trivia, quiz, or puzzle included in the newsletter. If you can answer the questions/solve the puzzle, send an email to [AlohaNRA@aol.com](mailto:AlohaNRA@aol.com). Use the subject line "IAAP Trivia". Include the answer(s) to the question(s) and/or solution to the puzzle along with your first name, last name, and chapter or DMAL. The first three correct responses from each chapter and DMAL will be included in a drawing for a monthly prize. At the end of the year, all of the members who qualified for the monthly drawings will be included in a Grand Prize drawing held at Division Annual Meeting in Neenah. So put on your thinking caps, look for the trivia in the newsletter, and be one of the first to answer correctly. Good luck!

Note: You must be a Wisconsin Division member to participate. The monthly drawing will be held as soon as three correct responses are received from each chapter/DMAL or when the next month's newsletter is distributed, whichever comes first. Any questions can be directed to Nancy Arnold CPS/CAP at [AlohaNRA@aol.com](mailto:AlohaNRA@aol.com).

1. The fictional home of Barbie (Willows, WI) was based on what Wisconsin city?
2. In what year did Hallmark make its first Valentines Day card?
3. How many criteria does a member need to meet to qualify as a "Member of Excellence"?

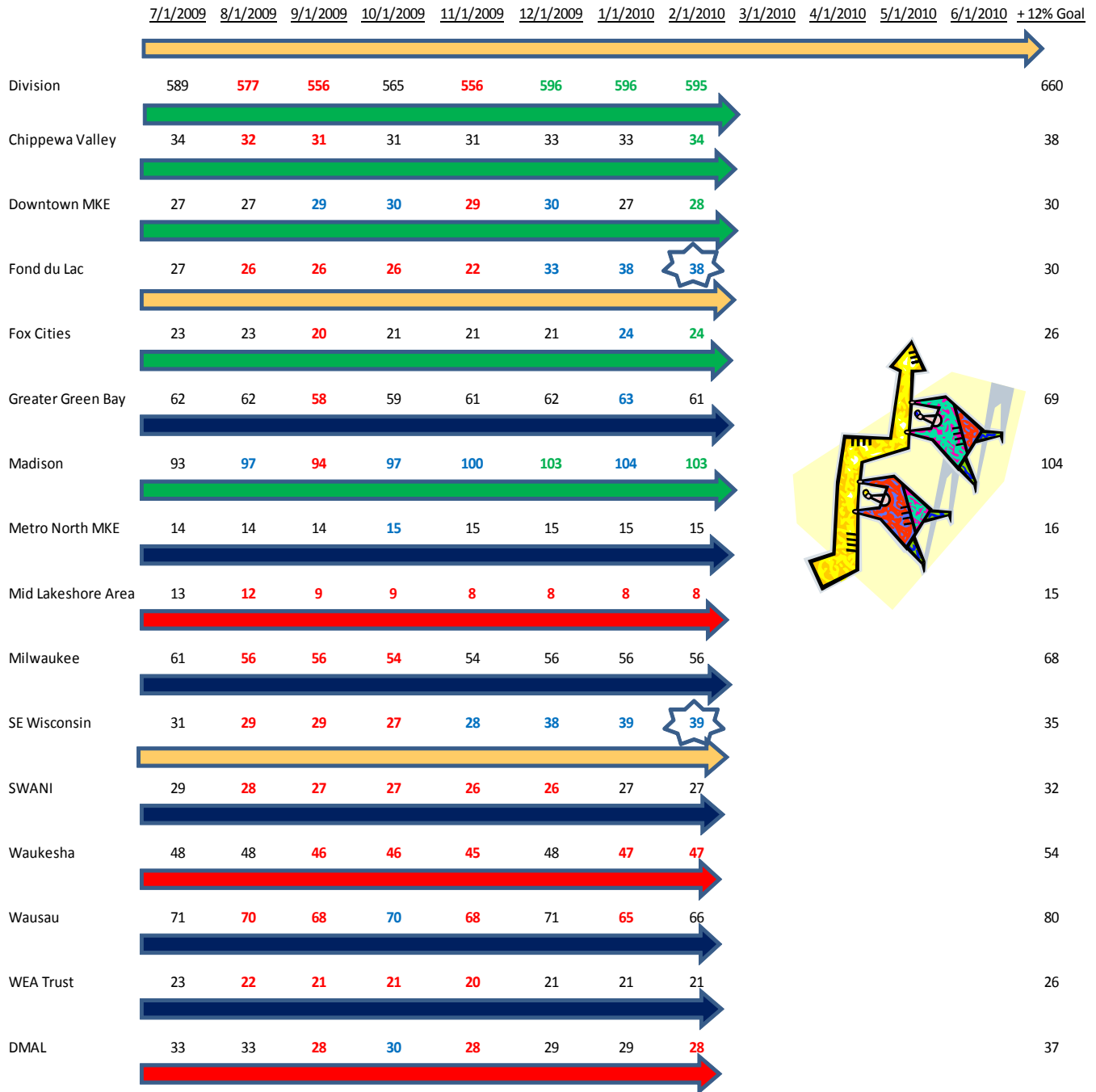
Congratulations to the winner of our December newsletter trivia - Stephanie Anderson-Janecek from the Madison Chapter.



### Division of Excellence Scorecard

#	Criteria	Status
#1	75% of the chapters offer programming that awards recertification points.	To be confirmed when all chapters receive approval of points being awarded
#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. <b>Currently 19.5%</b>
#4	Sign the online Division of Excellence Commitment agreement	<b>Done</b>
#5	Publish a minimum of four newsletters/enewsletters and participate in the IAAP Web Community	<b>Done</b> (With Oct. newsletter, four had been published)
#6	Provide leadership training for chapter and division leaders which emphasizes the development of a chapter business (strategic) plan and succession planning	<b>Done</b> Training on Strategic Plan completed; Succession Planning completed at FEC
#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	<ul style="list-style-type: none"> <li>• Budget completed</li> <li>• Stmt. For Quarter ending December 2009 provided to chapter presidents.</li> <li>• Annual audit report submitted to International Treasurer</li> </ul>
#8	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>Missed</b> One Chapter missed the deadline - Information will be verified through records at Headquarters
#9	Maintain chairmen for the Bylaws, Certification, Education, and Membership committees	<b>Done</b> We have appropriate chairs
#10	Division member(s) serve on a international committee or serve on the international board of directors or as an RTF Trustee	<b>Done</b> Wendy Melby CPS/CAP and Mary Ramsay-Drow CPS/CAP serve on International Board
#11	President-Elect attends the Incoming Division Presidents' Conference	In April
#12	Send a delegate or submit a proxy to the International Convention and Education Forum	In July
#13	Submit a completed application for the Avery Chapter/Division Achievement Awards Program	<b>Done</b>
#14	60% of the chapters submit a completed application for the Avery Chapter/Division Achievement Program	<b>Done</b> 75% of Chapters submitted
#15	90% of the chapters have a minimum of 15 members	Yes
#16	Sustain a net increase in membership of 8%	As of Jan. 31, <b>Increase</b> of 1%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	No chapters lost; 89% retention
#18	Sustain an increase of at least one new IAAP Professional Chapter or one new Student Chapter	Possibility of Student Chapters in Wausau and Chippewa Valley
#19	Establish a division business (strategic) plan; conduct a minimum of one business (strategic) planning session; and conduct a member interest/satisfaction survey	Plan completed; survey sent out in January.

## Pathways to Excellence – Division and Chapter Membership



***"If you have a goal in life that takes a lot of energy, that requires a lot of work, that incurs a great deal of interest and that is a challenge to you, you will always look forward to waking up to see what the new day brings."***

*-Susan Polis Schultz*