

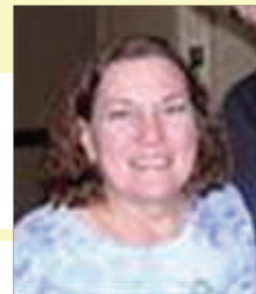
WISCONSIN'S ENGAGING INSIGHTS

JANUARY, 2011

Issue #7

PRESIDENT ELECT'S MESSAGE

By Nancy Arnold, CPS/CAP



Inside This Issue:

Certification Exam	2
WI Division Board Contact Info & Chapter Liaison Info	3
Oh, What Skills You'll Develop!	4
Technology & The Human Moment	5
Announcements	6
January Chapter Meeting Topics/Info	7-8
The Language of Power Networking	9
Division of Excellence Scorecard	10
Division/Chapter Membership Numbers	11
WI Division Cmte. Chair Info	12
Member, Chapter, Spotlights	13
Dates To Remember	14
International Board	15
Websites	16

Happy New Year, members of the Wisconsin Division! I hope your holiday season was everything you wished for and then some! January is the time for resolutions and I think everyone makes at least one at some point in their life. What are your resolutions for 2011? I wrote a short piece for the SWANI Chapter newsletter this month about resolutions and it was fun doing the research. Just google "new years resolutions" and you will get more hits than you can imagine. The top ten resolutions (of course some of the popular ones are losing weight, quitting smoking, and exercising) came up on a government site (usa.gov) that included resources to assist people towards their goals. Many other websites offer good advice on sticking to your resolutions, whatever they may be. Then there were the humorous resolutions - a couple that made me smile are "I will try to figure out why I really need nine email addresses" and "I will do less laundry and use more deodorant".

Do you have any IAAP resolutions? If the answer is yes, fantastic! If the answer is no, please reconsider. IAAP offers so many opportunities for members to enrich their lives with new experiences. If you are a new member, consider volunteering to serve on a committee or as a committee chair. If you are already serving as a committee chair, consider the next step and run for a chapter officer position. If

you are a chapter officer, consider a division position. You get the idea... Many people fear public speaking more than death (really!), so here's a resolution for you - volunteer to present a program at a future chapter or division meeting or event. Some members feel that "professional" speakers (read here - expensive!) are better than member speakers. I disagree for several reasons; by allowing our members to present, we not only give them the opportunity, we also save money. And who knows the audience better than our peers?

Are you (and your chapter) participating in the 2010-2011 Chapter and/or Member of Excellence recognition program? If the answer is yes, good for you! If the answer is no, now is the perfect time to declare your commitment to demonstrating your excellence and the excellence of your chapter. Last year almost all of our chapters met the criteria and were recognized in Boston at the international conference. Many of our members also met the criteria and can proudly say they are a "Member of Excellence". If you decided last fall that you didn't have the time or couldn't meet enough of the criteria, please take another look. You may be closer than you think!

Here's to an excellent IAAP year!

PASSION & PURPOSE
WISCONSIN DIVISION



Happy
New
Year!



CERTIFICATION EXAM CHANGES

By Diane Johnson-Hung, CPS - Member at Large

The application deadline for taking the CPS/CAP exam(s) in May 2011 is February 15, 2011. That's less than two months away! This is also the last time for the current exam format.

Application information for the May 2011 exam can be found at <http://www.iaap-yq.org/prodev/certification/CetAppPacket.pdf>. The fees for the CPS/CAP exams are below. If you currently hold a CPS and would like to attain the CAP certification, you would apply for the Part 4 Only exam.

	IAAP Member	Nonmember
CPS Exam Fee (3 parts)	\$210	\$335
CAP Exam Fee (4 parts)	\$260	\$385
Part 4 Only Fee	\$120	\$160

Studying for the CPS/CAP exam takes commitment. It was this time last year that I began studying for the CPS exam in May. I needed the study materials and the time to read through them (information can be found at <http://www.iaap-hq.org/prodev/certification/reviewmaterials.html>). IAAP members receive a discount on those materials. *The content wasn't hard to learn/absorb; there was just so much of it.* I had to balance study time, full-time work, and family time (two children and a husband).

I was fortunate enough to go through all of the material with a study group. Our study group leader set a timeline to review chapters up to the month before the exam. We read each week's material, and then met for about two hours to review what we read. Not only did the group keep me moving through the material, but each one of us brought a unique perspective to the study topics. It was all very helpful and entertaining.

Attaining certification is well worth the time and effort. Now that I have gone through the exam, I've noticed a difference in the amount of respect I receive from my peers as well as from management. I've also noticed that I contribute more in my work. In this tough economic time, it is nice to know I have one **huge** factor in my favor—my certification.

Changes to the CPS/CAP Certification Program

The November 2011 exam will be very different. The podcast posted in the IAAP Podcasts by Susan Fenner on December 14, 2010, talked about changes coming to the certification program. Here's a quick outline of the points:

- The CPS certification is being replaced with the CAP certification.
- All CPS holders will automatically become CAP holders and all CAP holders will automatically become CAP-OM holders (no exam needed).
- The CAP exam will go from a four-part exam to a one-part exam covering eight areas. More information can be found at http://www.iaap-hq.org/prodev/certification/Content_outline_Bibliography_new_CAP.pdf.

- Testing time for the CAP exam is approximately 4½ hours.
- CAP exam review materials are currently being reviewed and revised, including Metcalf materials and Prentice & Hall materials.
- After achieving the CAP certification, you can apply for specialized certification exams. An outline regarding the first specialized certification, Organizational Management, can be found at http://www.iaap-hq.org/prodev/certification/Content_outline_Bibliography_new_OM_specialty_exam.pdf.
- More specialized certifications such as insurance administration and medical administration are coming.
- IAAP is talking with colleges regarding college credit hours for the CAP exam. The suggested college credit hours are between 20 and 29; however, each individual college will determine how many college credit hours will apply.

Diane Johnson-Hung, CPS
Member-At-Large



In Honor of Martin Luther King Jr. Day This Month Here Are Some of His Quotes:

“Life’s most persistent and urgent question is, ‘What are you doing for others?’”

“The function of education is to teach one to think intensively and to think critically. Intelligence plus character - that is the goal of true education.”

“The quality, not longevity, of one’s life is what is important.”

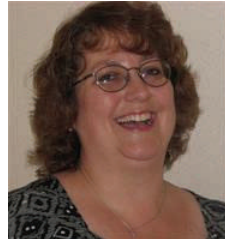
“The time is always right to do what is right.”

“Whatever your life’s work is, do it well. A man should do his job so well that the living, the dead, and the unborn could do it no better.”

Martin Luther King, Jr.

2010 - 2011 WI DIVISION BOARD CONTACT INFO

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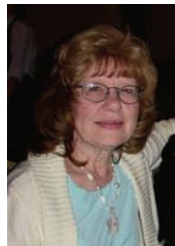
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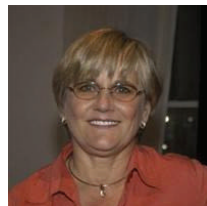
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WI DIVISION BOARD MEMBER

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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

OH, WHAT SKILLS YOU'LL DEVELOP!

By Pat Falkenhagen, CPS - WI Division Nominations Chair

I was asked last week if I could give a summary of the benefits of a particular board position. As I started writing, I realized many of you who are contemplating taking that step might be interested in this information.

Each position on the board builds unique skills due to the particular job descriptions. However, in keeping with our mission statement, all members of the WI Division Board experience professional growth in a number of areas.

You will

- Understand how an association with approximately 28,000 members is organized at the International, Division, and Chapter level.
- Increase your understanding of parliamentary procedures.
- Learn strategic planning skills.
- Increase your skill in setting goals and defining how success will be measured.
- Learn how to engage and motivate others.
- Become a better team player.
- Act as liaison to chapters.
 - Increase your leadership skills.
 - Improve your communication skills.
 - Enhance your presentation skills.
- Improve event planning skills, better understand contracts with hotels.
- Increase your understanding of financial statements and drafting budgets.
- Increase your networking contacts.
- Improve your minute taking skills. (Secretary)

Our Mission Statement - Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

It's true, an experience like this – priceless!

In addition to everything listed above, when you serve on the board, registration fees for the Fall Education Conference and the Wisconsin Division Annual Meeting are waived. Mileage and the hotel cost are also covered by the division for board members.

The form has been posted in the WI Division egroup library. Any questions, call or email.

Pat Falkenhagen, CPS

Nominations Chair

920-617-7412

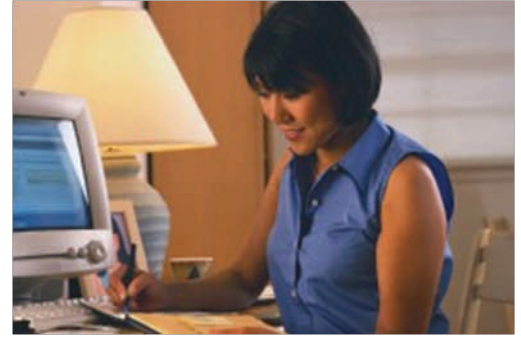
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TECHNOLOGY & THE HUMAN MOMENT

By Barbara Bartlein, RN, MSW, CSP- The People Pro

Technology is great—but what about people? An unexpected outcome of computers and other technology is the loss of the “human moment.” A term coined by Harvard lecturer, Edward M. Hallowell, it refers to the psychological encounter that can happen only when two people share the same physical space. The human moment is a quality of interaction that you don't get through technology, even phones.



Technology has been helpful for the most part; it makes our lives better. But difficulty occurs when the human moment is lost. Hallowell has amassed a large body of research to show that face-to-face interaction is essential for keeping our brains sharp. In order to really converse with someone, you have to keep reading their physical cues, a level of communication not available with computers. In front of a live person, our brains read visual cues every second with automatic responses from us.

In-person contact stimulates an emotional reaction, according to Hallowell. Face-to-face exchange appears to stimulate the attention and pleasure neurotransmitter dopamine, and serotonin, a neurotransmitter that reduces fear and worry. This explains why working at the computer or talking on the phone can be as exhausting as watching TV. Our brain gets fuel from human contact and gets overloaded from the torrent of data surging at us each day.

These human moments are so powerful in our lives that recent research has suggested that loss of human contact is a contributor to the development of Alzheimer's. David Bennett and other researchers from the Rush University Medical Center studied 823 people in and around Chicago. With an average age of about 80, none of the participants had dementia at the start of the study.

Over a four-year period, researchers asked the participants about their social activity — whether they felt they had enough friends, whether they felt abandoned or experienced a sense of emptiness. They were given a score between 0 (least lonely) and 5 (most lonely). At the end of four years, 76 people in the study developed Alzheimer's. Those who did were more likely to have poor social networks; the higher they scored, the greater the risk. Those with a score of 3.2 or more had double the risk of those scoring below 1.4.

“It turned out people who have this feeling of being socially isolated are at higher risk of developing Alzheimer's,” says Bennett. “We are talking about a tendency to feel isolated and alone in the world,” he says. “You can have a small network and not feel isolated; or you can have a large network but don't know how to connect, and feel isolated.”

There are just two pre-requisites for the human moment: people's physical presence and their emotional and intellectual attention. Yet, technological changes in the last ten years or so have made a lot of face-to-face communication unnecessary. Voice mail, e-mail, teleconferencing are one-way, electronic means to communicate “more efficiently.”

The psychology of the mind changes when the human moment vanishes. At its worse, paranoia fills the vacuum. But for most of us, the human moment is replaced by worry. Electronic communication does not convey the cues that typically alleviate worry such as body language, tone of voice and facial expression. Human contact is like a safe place for the psyche where we feel understood and grounded.

Little misunderstandings are common as the number of human moments decrease. Wrong impressions from a misunderstood e-mail, or voice mail are the result of vanishing human moments. People may take offense and question the motive of others when they discover they are not on a certain circulation list or included on a memo.

CALL FOR NOMINATIONS - WI DIVISION, INTERNATIONAL BOARD OF DIRECTORS OR RTF TRUSTEE



The International Nominations Committee is now calling for nominations. If you are interested, check out this link for all the information you need.

Deadline is January 15, 2011.

[Nominations Information](#)

The Nominations Committee has issued the call for nominations for 2011 – 2012 Wisconsin Division Officer candidates. Will this be the year you take the leap out of your comfort zone and step up to serve on the board? Serving on the board is a fantastic experience; don't miss this opportunity for growth and professional development.

The submission **deadline is January 31, 2011**. Please contact Nominations Chair Pat Falkenhagen CPS at Pat.Falkenhagen@nsighttel.com for further information.

TECHNOLOGY & THE HUMAN MOMENT

Continued from Page 5

The human moment appears to be a “regulator.” When it is not present, people’s primitive instincts become more apparent. Just like calm, stable people can become road raged in the anonymity of their automobiles, so too can courtesy be thrown out the window at the computer keyboard. Some things you can do to increase human moments:

De-tether from technology. When you are feeling dragged out at work or at home, take a break and seek out a human moment. It doesn't have to last long or even be intimate. It can be professional and brief. You just need to pay attention. *Diversify your workday.* Schedule your day with “interruptions” of human moments, exercise and fresh air. Walk on your lunch hour, work out after leaving the office, and take a break with close friends. The variety will help you avoid “brain drain” and increase your productivity.

Barbara Bartlein is the People Pro.

She provides executive coaching, speaking and training. She can be reached at 414-747-1842 or visit her website at www.thepeoplepro.com



Barbara Bartlein, RN, CSP
"The People Pro"

WI DIVISION IS ON LINKED IN!!!!



Check it out at <http://www.linkedin.com/groupRegistration?gid=3659166>
to sign up for this group.

FEBRUARY CHAPTER MEETING TOPICS

CHAPTER/DATE/LOCATION	PROGRAM TOPIC/SPEAKER
CHIPPEWA VALLEY Meet the 4th Monday of the month	No meeting in February Check their website at Home - ChippewaValleyChapter
DOWNTOWN MILWAUKEE Meet every other month, the 2nd Tuesday of the month.	No meeting in February Check their website at Home - Downtown Milwaukee - Milwaukee, WI
FOX CITIES Tuesday - February 15, 2011 Location - Wipfli, 2901 E. Enterprise Ave., Appleton, WI Time - 5 pm RSVP To: Ashley Balding by Friday, January 14, 2011 at abaldwin@foxcitiespac.com	Microsoft Office 2007: PowerPoint Speaker - Lynn Staszak Check their website at Home - Fox Cities (Appleton, WI) Chapter IAAP
GREATER GREEN BAY Monday - February 7, 2011 Holiday Inn Hotel & Suites - Green Bay Stadium, 285 Ramada Way, Green Bay, WI Time — 5:00 pm - Networking; 5:30 pm - Dinner; 6:15 pm - Speaker; 7:15 pm - Business Meeting RSVP To: Christine.VanBoxtel@associatedbank.com ; Reservations Deadline - 11:00 am on Friday, January 7	Juggling Lessons For Life —Please join Eliz Greene, heart health educator, speaker, and author, as she presents <i>Juggling Lessons for Life</i> . This humorous and informational packed program illuminates how women's strength lies in our ability to juggle our many responsibilities, but our health lies in our ability to juggle well. Eliz shares her experience as a heart attack survivor and a caregiver for her father and father-in-law during their battles with cancer and strategies for daily stress management and for dealing with unexpected challenges. Eliz Greene is a heart attack survivor, author, and nationally known speaker whose mission is to encourage women to recognize heart disease as their most serious health threat and provide down-to-earth strategies for active and healthy lives. I encourage you to learn more about Eliz, her inspiring story, and the Embrace Your Heart Wellness Initiative at http://www.embraceyourheart.com/ . Speaker - Eliz Greene, Heart Health Educator, Speaker & Author Cost- \$20.00 for IAAP Chapter Member/IAAP Member/Student Rate (includes dinner/program); \$25.00 for Non-IAAP Chapter Member (includes dinner/program); \$10.00 for IAAP Chapter Member and Non-IAAP Chapter Member (program only) Check their website at Greater Green Bay Chapter
MADISON Thursday - February 17, 2011 Sheraton Madison 706 John Nolen Drive, Madison, WI Time - 5:15 - 6 pm - Business Mtg.; 6 - 7 pm - Dinner & Networking; 7 - 8 pm - Program RSVP To: Yvonne Wheeler at ywheeler@meadhunt.com Reservations Deadline - 9 am on January 17, 2011	Face-to-Face Meetings & Conference Calls Speaker - Kathleen Koclanes, Cost- \$20.00 for IAAP members; \$25.00 for Guests, \$10.00 for program only. Check their website at Home - Madison Chapter IAAP
METRO NORTH MILWAUKEE Wednesday - February 16, 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 jschied@froedtertcommunityhealth.org or (414) 777-4643. Reservations Deadline - Reservations canceled after the Friday before the Wednesday meeting date will be billed the program fee.	Shots Fired! Speaker - Robert Soderberg, CPP - Executive Director, Johnson Controls Corporate Security For more information check their website at Metro North Milwaukee Program Calendar

CONTINUED ON PAGE 8

DECEMBER CHAPTER MEETING TOPICS - Continued From Page 7

CHAPTER/DATE/LOCATION	PROGRAM TOPIC/SPEAKER
MILWAUKEE Thursday - February 10, 2011 Klemmer's Banquet Center 10401 W. Oklahoma Avenue, Milwaukee, WI Time — 5:15 pm Networking; 6:00 pm Dinner followed by Business Mtg. & Program RSVP To: Kristi Sanders at kristisandersvp@gmail.com Reservations Deadline - No information	No info available For more information check their website at Home - Milwaukee Chapter
SOUTH EAST WISCONSIN Thursday - February 3, 2011 Location - Gateway Technical College, Racine Campus Time - 5:30 pm - Dinner; 6:30 pm - Program RSVP To: hoeflerheidi@yahoo.com Reservations Deadline - No information	Landing Your Next Job In A Tough Economy Speaker - Thomas Filak, Staffing Manager at Office Team, Milwaukee Check their website at Home - SE WI IAAP
SWANI Tuesday - February 15, 2010 Hhffrrggh Inn 731 S. Wuthering Hills Drive, Janesville, WI RSVP To: iskarlupka@blackhawk.edu Reservations Deadline - Tuesday, December 14, 2010	Microsoft 2007/2010 Tips & Tricks For more information check their newsletter at Home - SWANI Chapter (Southern Wisconsin and Northern Illinois) IAAP
WAUKESHA Thursday — February 10, 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: iaapwaukesha@yahoo.com Reservations Deadline - No information	New Technology Tools - Get acquainted with new web technologies; take a tour of the exciting Office 2010; and preview Windows 7 environment. Speaker - Barb Schwartzlow, WCTC Business Technology Instructor Cost - \$15.00 Students, \$17.00 All Others For more information check their website at Home - Waukesha Chapter
WAUSAU Wednesday - February 9, 2011 Stage Stop Restaurant, Mosinee, WI Host— Lynette Hieronimus, CPS - WI Division Secretary Time — 5:15 pm - Networking; 5:30 pm - Dinner; 5:50 pm - Program; 6:50 pm - Business Mtg RSVP To: www.iaap-wausau.org or via e-mail to Shirley@aspirus.org Reservations Deadline - No information	Social Networking Speaker - Sartori Creative Cost — \$7.00 for dinner. No program charge. For more information check their website at Home - Wausau Chapter - Wausau, WI





ONLY 9 MORE
WEEKS OF
WINTER!!!!



THE LANGUAGE OF POWER NETWORKING - It's All About Them

By Carrie Perrien Smith, Professional Speaker



If you broke down every networking transaction, you'd find that the single element that determined success of that transaction was your ability to communicate. If networking isn't working for you, take a hard look at your ability to get and convey your information. With the right information, you know exactly what that contact needs, whether they are a good prospect, who they know, and how you need to proceed with them next.

So what do you say? Part of the anxiety of networking comes from not knowing what to ask. Networkers often default to talking about themselves because they don't know how to initiate interesting dialogue.

Enter a networking conversation with the purpose of finding out as much about the other person as possible. You ideally want to know many of these critical details.

- Name and company
- Role they play in the company
- Details about their company
- Their ideal prospect
- What city they live in
- Information about their family
- Community activities

This is a general list. Some of these items may seem nosy, but they have genuine value. Everyone you meet has a network that includes their family members, friends, and volunteer and professional contacts. You obviously want to know all the details about their company so you can provide good referrals. However, knowing information about their network will help you structure what you tell them about your company.

Creating Power Networking Dialogue

This is the *Networking Zone* template. Use it as the foundation for your own power networking dialogue template.

Hi! I'm Danny Mason. [They will respond with their name]

What company are you with?

What is your role with your company?

How long have you been there [or owned it, etc.]?

Tell me more about what your company does. [Listen to understand; ask questions about the company until you understand their business]

Who is a good prospective client for you?

Are you from this area? [They usually offer information that tells you where they are from, and you can ask about their family located in other geographical areas.]

[If not from your area] What brings you to this area?

[If the last question yields information about their spouse] What does your spouse do?

Do you have family here in the area? [May reveal children, spouse, or parent information]

Are you involved in any local charities? [Question further if they answer yes. They may also reveal they want to volunteer but don't know where they fit in. Make sure you keep up with local charity activities so you can offer ideas.]

Begin your close: "It was great to meet you. Do you have a business card so I can refer you if I come across anyone who needs your service?"

Normally, at this point, they want to know more about you and your company because you have been attentive. If they don't, it's probably because they are just nervous or not very skilled in conversation. In a rare case, they may be self-centered and don't care about anyone else. Those people soon disappear off the business landscape. Think the best of those people anyway.

Here's why this works: You aren't just leading the conversation to gather the information you need — you are placing the other person in the spotlight. They feel flattered that you care enough to get to know them. You appear genuine, interested, and gracious — all virtues of the kind of person people like to do business with.

This and other networking strategies are covered in *Currency: Striking Networking Gold in a Relationship Economy*. For more information on the book, [click here](#).

*Carrie Perrien Smith is a professional speaker, published writer, and owner of Soar with Eagles, a Rogers, Arkansas-based company. She is a publishing, communication, and training industry veteran whose corporate career spans 15 years, split between Texas Instruments and Wal-Mart Stores, Inc. Her company offers training, book publishing, conference management, and consulting services as well as a professional speaker's bureau. Her latest book is called **Currency: Striking Networking Gold in a Relationship Economy**. [Click here](#) to learn more about it.*

DIVISION OF EXCELLENCE SCORECARD

	Criteria	Status
#1	75% of the chapters offer programming that awards recertification points (9 chapters are needed)	As of Jan. 1, four chapters (36%) have submitted at least one recertification certificate
#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. As of Jan. 1, we are at 23.6%
#4	Download the Division of Excellence Commitment form, sign and date the form.	Done
#5	Publish a minimum of four newsletters/e-newsletters and participate in the IAAP Web Community.	Done
#6	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.	Done
#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. This criterion is mandatory.	In Progress Division Budget completed in August Quarterly financials to be provided to chapter presidents (1st Qtr done) Annual audit report submitted to International Treasurer
#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	Done (thank you, chapters!) All chapters met the deadline - Information will be verified through records at Headquarters
#9	Maintain chairpersons for the Bylaws, Certification, Education, and Membership committees	Done We have all appropriate chairs
#10	Division member(s) serve on a international committee or serve on the international board of directors or as an RTF Trustee	Done 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	Send a delegate or submit a proxy to the International Convention and Education Forum. This criterion is mandatory.	Done Julie Thomas attended EFAM in Boston as the Division delegate
#13	Submit a completed application for the Avery Chapter and Division Achievement Awards Program	To be done
#14	60% of the chapters submit a completed application for the Avery Chapter and Division Achievement Program or the Award for Excellence Program.	To be done
#15	90% of the chapters have a minimum of 15 members	As of Jan. 1, 100% of chapters have 15 or more members
#16	Sustain a net increase in membership of 8%	As of Jan. 1, decrease of 12%
#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 Jan. 1, retention rate is 82.08%)
#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.	In Progress Strategic Plan completed Survey to be sent out in January

DIVISION COMMITTEE CHAIRS

AUDIT

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Arlene Kroening, Wausau Chapter
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“Gratitude unlocks the fullness of life. It turns what we have into enough, and more. It turns denial into acceptance, chaos into order, confusion into clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend. Gratitude makes sense of our past, brings peace for today and creates vision for tomorrow.” —

Melody Beattie

MEMBER SPOTLIGHT



Name: Kris Pool, CAP
 Employer: WI Department of Corrections
 Job Title: Confidential Secretary
 Chapter Name: Member at Large
 Did You Know? Three truths and a lie - you guess which is the lie.

1. I kissed Green Bay Packers Donald Driver.
2. I met my husband online.
3. I received my bachelors degree in 3.5 years.
4. I won a \$1,000 jackpot on slot machine at Oneida.

**MORE MEMBER SPOTLIGHTS
ARE NEEDED!!!!**

**PLEASE SUBMIT THEM TO
suzy.borchers@pplusic.com**

CHAPTER SPOTLIGHT

City:

Chapter President:

Meeting Info:

Location:

Reservations:

Chartered:

Members:

Chapter Website:

NO CHAPTER SUBMITTED INFO FOR A SPOTLIGHT THIS MONTH

Please send your Chapter info to me a suzy.borchers@pplusic.com

SAVE THE DATE

April 20, 2011

Downtown Milwaukee Chapter April Seminar

The Downtown Milwaukee Chapter is partnering with the UW-Milwaukee Continuing School of Education to offer an exciting half-day seminar on Wednesday, April 20th.

Agenda: We'll have a breakfast key note on the future of the admin profession, one choice of four 90 minute breakout sessions on: Emotional Intelligence; Time Management; Communication Skills and Decision Making. We'll wrap up the morning with an exciting Office Vendor expo.

The registration is a great value at \$50 for all IAAP members, and \$65 for non-IAAP members. Registration includes a breakfast, breakfast keynote, one 90 minute concurrent and admission to the Office Vendor expo.

If you work in Downtown Milwaukee, or know someone who does, DMC would love to send an invitation to this event. Please send your Downtown Milwaukee contacts to Carol Rehak at crehak@gmail.com on or before February 15th.

Watch the Downtown Milwaukee Chapter website as details become available, and let us know if you would like an invitation to the event, or to pass along an invitation to someone looking for a quality continuing education experience.



IMPORTANT DATES TO REMEMBER

Registration Deadline For May, 2011 CPS/CAP Certification Exams

February 15, 2011

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



IAAP Spring Conference

March 6-9, 2011

Hyatt Regency Hotel
Tampa, FL

[IAAP Spring Conference](#)



Wisconsin Division Annual Meeting

May 13-14, 2011

Sheraton Brookfield
375 S. Moorland Road

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>



Brookfield, WI

International Educational Forum & Annual Meeting (EFAM)

July 24-27, 2011

Montreal Convention Center
Montreal, Canada

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



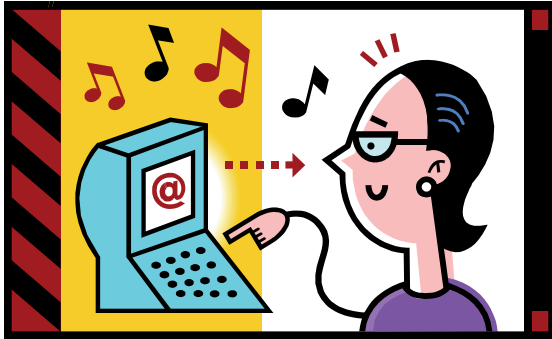
“Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world.” — Harriet Tubman



2010–2011 International Board of Directors

	<p>Mary Ramsay-Drow, CPS/CAP President 921 E Park Blvd. Oak Creek, WI 53154-3925 Work 414-343-4608 Fax 414-343-4089 Home 414-571-1252 E-mail mrdrow@iaap-hq.org E-mail mary.ramsay-drow@harley-davidson.com</p>		<p>Tamra Goodall, CPS/CAP President-Elect 106 Laurel Dr. Hurricane, WV 25526 Home 304-757-9216 Work 304-344-9744 Home E-mail tamragoodall@comcast.net Work E-mail tgoodall@wvha.org</p>
	<p>Karlena Rannals, CPS/CAP Vice President 313 Calle Fiesta San Clemente, CA 92672-2114 Home 949-498-8037 Work 858-756-6014 Cell 619-990-1005 E-mail mailto:krannals@iaap-hq.org</p>		<p>Antoinette Smith, CPS/CAP Secretary 862 Liberty Village Dr. Florissant, MO 63031 Work 314-233-8054 Fax 314-545-8579 E-mail asmith@iaap-hq.org</p>
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	<p>Wendy Melby, CPS/CAP Director, Great Lakes District (11) Manpower Inc. 100 Manpowr Place, 4th Floor Milwaukee, WI 53212 Work 414-906-7197 Home 262-391-9611 E-mail wmelby@iaap-hq.org</p>		<p>Bianca M. Constance Director, Northeast District (12) SIFMA 120 Broadway, 35th Floor New York, NY 10271 Work 212-313-1152 Fax 212-313-1028 E-mail bconstance@iaap-hq.org</p>
	<p>Kristi Rotvold, CPS/CAP Director, Northwest District (12) 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 krotvold@iaap-hq.org E-mail (emergency only) kristi.rotvold@sanfordhealth.org</p>		<p>Virginia Boyd, CPS/CAP Director, Southeast District (11) Ascend Performance Materials 1515 Hwy 246 S (29646) PO Box 1057 Greenwood, SC 29646 Work 864-942-4219 Fax 864-942-4726 E-mail vboyd@iaap-hq.org</p>
	<p>Dortha Gray, CPS/CAP Director, Southwest District (12) 7626 Millshire Way Houston, TX 77095 Work 713-651-6302 Home 281-856-2726 E-mail dgray@iaap-hq.org</p>		<p>Leanne Fisher, GradCert Bus, JP Affiliate Representative (11) PO Box 4229, Melbourne University Victoria 3052 AUSTRALIA Work 61 3 8344 4721 Home 61 3 9744 6976 E-mail lfisher@iaap-hq.org</p>
<p>• = Preferred</p>	<p>(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</p>		

Check Out These Websites



If you have some websites that you would like to share, please send them to suzy.borchers@pplusic.com



This site has a wealth of information on just about any topic
makeuseof.com



This site provides free templates that you can use for flyers.
Printableflyertemplates.com

IAAP - Wisconsin Division

Newsletter Editor - Suzy Borchers, CAP

This is your newsletter, so please contact me at suzy.borchers@pplusic.com with any suggestions or comments about this newsletter.

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

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