

Officer's Message

Dear Wisconsin Division Members:

What a fantastic year this has been! The Wisconsin Division has surely shown the Power of Commitment. We can see it in all that we have accomplished this year.

We set a goal for Web Community development and implementation.

- a. We created a chapter president and vice president e-group.
- b. Throughout the year we have made use of the web community, posting newsletters, registration materials, best practices, etc. as well as reports and documents for the Annual Meeting. In addition to increasing use of the web community, we have met our goal making our meetings more "Green."

The board worked on increasing Pathways to Excellence participation.

- a. We provided an example of a scorecard, which was updated monthly and included in our newsletter.
- b. Monthly articles in the division newsletter highlighted a different criterion every month and included suggestions for how to achieve the criteria.
- c. Chapters stepped up their efforts with strategic plans, improved programs that qualify for recertification points, completed Avery applications, and ongoing evaluation of how what we are doing relates to meeting the criteria.
- d. As of June 8, 31 Wisconsin Division members have completed the Member of Excellence submissions.
- e. At least nine of our chapters are on track to qualify for Chapter of Excellence.
- f. Thanks to all of you, I believe the division will qualify for Division of Excellence.

We also set a goal to improve communication.

- a. We prepared newsletters monthly. (This is your 12th division newsletter).

Important Dates to Remember:

International Educational Forum and Annual Meeting (EFAM)

July 18-21, 2010

Hynes Convention Center
Boston, MA

Registration Now Open

<http://www.iaap-hq.org/events/convention/index.html>

Wisconsin Division Fall Education Conference

October 22-23, 2010

Heidel House Resort
Green Lake, WI

Registration Materials Available in
September

IAAP's MISSION

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

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- b. Bi-monthly chapter president conference calls were held.
- c. We made it a goal to forward any information from International or Division within 24 hours.
- d. Our survey showed that 86% of our members felt our level of communication was "about right."

Recognizing the importance of providing tools to our chapter leaders, we held leadership training sessions. Most of our chapters developed strategic plans with SMART (Specific, Measurable, Achievable, Realistic, Time bound) goals. Many have recognized the crucial need for succession planning and have begun plans for the coming year.

In an ongoing effort to better meet our members' needs, we conducted a member interest survey in January. A summary of the results of the survey was posted in the Wisconsin Division e-group in the Web Community.

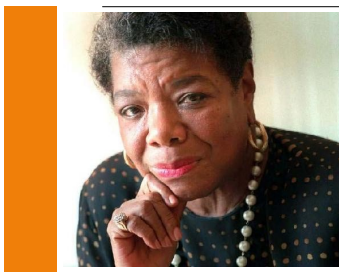
Knowing that many of our members want to take advantage of technology whenever possible and that this results in a positive image of our association, we introduced online registration for WDAM. The response was extremely positive.

This has been a great year because of your willingness to make a commitment to ongoing education, to continuing improvement, and to your chapters, the division, and the association.

I want to thank all of you for the opportunity to serve as your division president and for making this such a memorable year for me.

Warm Regards,

Pat Falkenhagen, CPS
Wisconsin Division President



I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

~ Maya Angelou



**2009-2010
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Visit us on the web:

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The Benefits of a High-Performance Work Team

by Jane Boucher

Co-workers (your work teammates) are often the sweetest reward on any job! If you know your own strengths and weaknesses and respect those of your teammates, you increase the chances of your team's success. You celebrate moments of victory when:

- You hit the deadline.
- Bring in a new client.
- Your department reaches the end of the year under your expense budget.
- You have stronger than projected sales.
- Your section has the fewest "days-lost injuries."
- Your team appreciates its accomplishments and those accomplishments impact the team morale.



How do you achieve a high performance work team? The first variable is *trust*. The best kind of support you can offer your colleagues is the surety that you will hold up your end of the project. The team that trusts each other often "wins" together and competing organizations know this. Successful employers will plan activities that foster team-building. It's difficult to be at a team social gathering or on an after-work baseball team and have conflict the next day with the same person you just played ball with.

The second variable is *acceptance*. You accept your co-workers for who they are, not what you want them to be. Hopefully, they accept you in the same way knowing every human is a work in progress. Acceptance promotes a healthier work place for everyone.

The third variable is *openness*. Openness often means being vulnerable, which can be difficult for some people. But it can also mean you circumvent hidden agendas, suspicious behavior and fear of reprisal. It's almost impossible to be open without trust. If you are an open team member, then you can expect the reward of an honest and cohesive relationship. There is also an extra benefit of knowing that your co-workers will feel free to tell you their truth without fear of reprisal.

One of your team goals is to achieve *professional satisfaction*. You can get on with the business of doing the best job you can. If you have been effective at improving relationships with co-workers, you now have allies. Your work will seem richer and more rewarding when you have achieved an honest and open working relationship. It doesn't matter how different your team members are. What does matter is how accepting you are of their differences. We need each other's differences to achieve success. Compare your team to a jigsaw puzzle. It takes many different pieces to make the whole. That is, after all, what a high-performance work team is all about.

Jane Boucher is a best-selling author and professional speaker with offices in Ohio and Nevada. You can reach her at 775-853-0226, 937-416-9881 or jane@janeboucher.com. Her websites are www.janeboucher.com and www.janeboucher.org.

To Certify or Not to Certify

By Merry Bachim

Have you ever thought about taking the CPS or CAP exam? Have you ever felt that you are not challenged enough and that you feel stagnate? Has it been so long since you've studied something and learned something new that you wonder if you can still do it? If so, the Certified Professional Secretary (CPS) or Certified Administrative Professional (CAP) exam is for you. And here's why . . .

I won't kid you. It is a lofty goal that takes your time and energy. In the April IAAP Connections, the certification article suggested that you spend 8–10 hours per week dedicated to study. I recently facilitated a study group. We met for 13 weeks and reviewed three or four chapters each week. Our meetings were usually two hours, and we probably spent five or six hours reading the chapters each week. So I think the suggested 8–10 hours per week study time is probably accurate.

When I sat for the CPS exam, I did it for me. After passing the exam, I was so proud of myself for accomplishing this major goal. I hadn't been in a school or learning environment for many, many years. I was glad to know that my brain could still learn and retain information. I did not receive an immediate reward or increase in salary for getting my CPS. However, I have received three significant promotions since I passed the CPS and later the CAP exams. The one thing I had that the other candidates didn't have was the CPS/CAP. In fact, my current position wanted both the CPS and CAP. Of course, with these promotions came pay increases and added responsibility and new challenges. I know my career would have been different if I didn't have the CPS and CAP.

After you acquire your CPS and/or CAP, be open minded and try new things to allow your career to provide you with new challenges and opportunities.

If you have any questions, please feel free to contact me at mbachim@weatrust.com.



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Dog Days of Summer Quiz



1. What was the highest summer temperature ever recorded in the United States?



- a. 114 degrees Fahrenheit
- b. 124 degrees F.
- c. 134 degrees F.
- d. 144 degrees F.



2. When does summer officially start in the Northern Hemisphere?



- a. June 19
- b. June 21
- c. June 22
- d. It varies



3. The hottest, most humid six weeks of the year start in July. They're called the "dog days of summer" -- when everyone slows down and succumbs to the heat. Where does this phrase come from?



- a. Because we walk around panting -- just like an over-heated K9.
- b. Because the heat makes us cranky and we bark at each other.
- c. Hot dog sales reach an all-time high.
- d. This dates back to the early 1900's, when the New York City chief-of-police noted an annual increase in crime during the month of July and the first two weeks of August.
- e. These hot six weeks are named after Sirius, the dog star.



4. It's not just the heat. It really is the humidity! When the thermometer reads 100 degrees Fahrenheit, and the humidity stands at 60%, how hot do you really feel, according to the National Weather Service's heat index?



- a. 116 degrees F.
- b. 126 degrees F.
- c. 136 degrees F.
- d. 146 degrees F.



5. What is the official definition of a heat wave?



- a. Two or more days of 90+ degree weather
- b. Three or more days of 90+ degree weather
- c. Any period of unusually hot weather
- d. A period of 48 consecutive hours when the air temperature is 15% or more above normal.
- e. There is no "official" definition.



Answers can be found on page 7. Good Luck and have a fun and safe summer!



The Nine Best Predictors of Job Satisfaction

What gives employees the most job satisfaction? Is it a generous salary ... a comfortable office ... work incentives like performance bonuses and extra vacation time ... perhaps a superior benefits package? You might be surprised to learn that while all these factors *do* contribute to job satisfaction, ultimately, they aren't the best indicators of productive, contented employees. For most of us, feeling happy and motivated at work depends less on salary and perks than on the nine intangibles below.

1. Respect

Job dissatisfaction rises sharply when we feel we're being treated as interchangeable cogs in a machine. We need to feel supported by our managers and believe that they respect us. We must also know that we can count on the boss to stand behind us when the chips are down.

2. Fair treatment

It's crucial to know that that someone trustworthy is in charge—someone who won't show favoritism to some workers while ignoring others and who will give us the opportunity to speak openly about our issues and concerns. Additionally, we want the boss to encourage individual and team success while removing roadblocks to achievement.

3. To be "in the know"

We all need to believe that we have the same access to information concerning our job and organization as everyone else. Feeling "shut out" results in frustration, resentment and low morale, while feeling "in on things" can go far in making us feel good about what we do and where we work.

4. Feeling cared about

We are most satisfied at work when we believe that higher ups are truly interested in our well-being; that they value us for who we are and the unique talents we bring to the table. It's also vital that this recognition go beyond any profits we may contribute to the bottom line

5. Feeling in control of one's own work

Being given input on decisions that affect our work and/or the freedom to make our own decisions about our work results in empowerment that drives on-the-job involvement and motivation.

6. A supportive, appreciative boss

Many managers make a point of telling us what we've done wrong, yet fail to praise us for what we've done right. Positive feedback for a job well done is extremely important. Taking note of birthdays, work anniversaries and similar milestones also goes a long way to making us feel appreciated and acknowledged.

7. A sense of camaraderie and connection with co-workers

Everyone wants to enjoy working with colleagues. It's not necessary to be best friends with everyone on the team, but we should all be able to respect each others' knowledge and experience. Ideally, co-workers should listen to us, laugh with us, and exhibit a shared enthusiasm for the work we do.

8. An opportunity to learn and grow on the job

Those of us who are given the opportunity to acquire new knowledge and learn new skills—whether through seminars, classes or industry conferences—are more fulfilled than those who are not offered the same chance to develop their capabilities and grow their careers.

(Continued on page 7)



I ♥ my job

(Continued from page 6)

9. A sense of meaning and purpose

We all feel great satisfaction in being part of something bigger than ourselves. A corner office may actually turn out to hold little meaning in the long run; but the feeling that we're making a difference to our organization—or even to the world—is huge.

Without these nine dynamics in place, we become discouraged, our work suffers and we leave our jobs. But when these vital factors are present in the workplace, motivation, productivity and job satisfaction are sure to follow.

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Answers to Dog Days of Summer Quiz

1. What was the highest summer temperature ever recorded in the United States?
 - c. The highest temperature ever recorded in the U.S. was in California's Death Valley. The temperature reached 134 degrees. The hottest record on Earth took place in El Aisisa, Libya. That temp was 136F.
2. When does summer officially start in the Northern Hemisphere?
 - d. It varies. The summer solstice doesn't always occur on June 21. In 1896, summer began on June 20. It won't begin on that same date again until 2012.
3. The hottest, most humid six weeks of the year start in July. They're called the "dog days of summer" -- when everyone slows down and succumbs to the heat. Where does this phrase come from?
 - e. Ancient astronomers in Mediterranean countries came up with the phrase "dog days" for the hottest period of the summer, from about July 4 to August 11. The astronomers defined the dog days as extending from 20 days before to 20 days after the conjunction of Sirius (the dog star) and our sun. This conjunction happened to coincide with the worst days of summer, when folks were especially plagued by disease and discomfort.
4. It's not just the heat. It really is the humidity! When the thermometer reads 100 degrees Fahrenheit, and the humidity stands at 60%, how hot do you really feel, according to the National Weather Service's heat index?
 - c. According the heat index, 100 degrees F at 60% relative humidity will warm the human body as much as heat at 136 degrees F at 0% humidity. When the Heat Index gets above 90 then it's time to take some precautions. About 175 people die in this country every year due to excessive heat.
5. What is the official definition of a heat wave?
 - e. There is no "official" definition. A heat wave, like beauty, is in the eye of the beholder. The National Weather service has set no temperature or duration to define a heat wave. The American Heritage dictionary defines a heat wave as, "a period of unusually hot weather." The Weather Channel uses the following criteria for a heat wave: "a minimum of ten states must have 90 degree plus temperatures and the temperatures must be at least five degrees above normal in parts of that area for at least two days or more." A common practice in many parts of the country is to use the National Weather Service "heat index" (a factored combination of heat and relative humidity) of 105 degrees or more for two or more days.

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	Done Offered 6.5 points
#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. Currently 20%
#4	Sign the online Division of Excellence Commitment agreement	Done
#5	Publish a minimum of four newsletters/enewsletters and participate in the IAAP Web Community	Done (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	Done 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"> • Budget completed • Stmt. For Quarter ending March 2010 provided to chapter presidents. • Annual audit report submitted to International Treasurer - Done
#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	Missed One Chapter missed the deadline - Information will be verified through records at Headquarters
#9	Maintain chairmen for the Bylaws, Certification, Education, and Membership committees	Done 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	Done Wendy Melby CPS/CAP and Mary Ramsay-Drow CPS/CAP serve on International Board
#11	President-Elect attends the Incoming Division Presidents' Conference	Done - Julie Thomas attended
#12	Send a delegate or submit a proxy to the International Convention and Education Forum	Done
#13	Submit a completed application for the Avery Chapter/Division Achievement Awards Program	Done
#14	60% of the chapters submit a completed application for the Avery Chapter/Division Achievement Program	Done 75% of Chapters submitted
#15	90% of the chapters have a minimum of 15 members	No
#16	Sustain a net increase in membership of 8%	No –May 31, Decrease of 3.9%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	Anticipate three chapters disbanding; 80% retention as of May 31
#18	Sustain an increase of at least one new IAAP Professional Chapter or one new Student Chapter	No
#19	Establish a division business (strategic) plan; conduct a minimum of one business (strategic) planning session; and conduct a member interest/satisfaction survey	Done Plan completed; survey sent out in January.

Pathways to Excellence – Division and Chapter Membership

	7/1/2009	8/1/2009	9/1/2009	10/1/2009	11/1/2009	12/1/2009	1/1/2010	2/1/2010	3/1/2010	4/1/2010	5/1/2010	6/1/2010	+ 12% Goal
Division	589	577	556	565	556	596	596	595	581	570	582	566	660
Chippewa Valley	34	32	31	31	31	33	33	34	34	31	27	31	38
Downtown MKE	27	27	29	30	29	30	27	28	27	25	27	29	30
Fond du Lac	27	26	26	26	22	33	38	38	36	34	34	31	30
Fox Cities	23	23	20	21	21	21	24	24	25	25	27	25	26
Greater Green Bay	62	62	58	59	61	62	63	61	61	59	59	58	69
Madison	93	97	94	97	100	103	104	103	102	103	104	105	104
Metro North MKE	14	14	14	15	15	15	15	15	15	15	16	16	16
Mid Lakeshore Area	13	12	9	9	8	8	8	8	7	7	7	7	15
Milwaukee	61	56	56	54	54	56	56	56	53	55	56	53	68
SE Wisconsin	31	29	29	27	28	38	39	39	39	42	43	42	35
SWANI	29	28	27	27	26	26	27	27	28	26	26	26	32
Waukesha	48	48	46	46	45	48	47	47	47	45	48	44	54
Wausau	71	70	68	70	68	71	65	66	63	63	64	60	80
WEA Trust	23	22	21	21	20	21	21	21	16	14	14	13	26
DMAL	33	33	28	30	28	29	29	28	28	26	26	26	37

"Far away there in the sunshine are my highest aspirations. I may not reach them, but I can look up and see their beauty, believe in them, and try to follow where they lead."

~ Louisa May Alcott