

Division Dialogue

Officer Message *by Kathi Princeton, CAP, President-Elect*

The other day, I was preparing a package for shipping and had to unscrew a raised cover to make everything fit and close the box. I thought – piece of cake – I’m pretty handy and have my trusty key ring compact tool kit. It’s round, fits in the palm of my hand, and, when open, becomes a mini-screw driver with interchangeable heads (Standard and Phillips). The only problem—it’s round. It wasn’t tall enough and I couldn’t turn the screws. After much wasted effort, I finally went to our building operations department and got a real screwdriver to do the job. Simply put, I had to find a better tool.

Careers can be like that raised cover and without the proper tools, you’re not able to make everything fit. The job market is tight and employers are looking for candidates with above average skills, even for part-time positions. Here’s an example of a recent ad for a part-time administrative position:

- Education & Experience Requirements: An Associate’s degree in Business Management or a related field and two years of related work experience, preferably in a public contact role.
- Minimum Qualifications: Candidates will be tested to assess their knowledge, skills, and abilities in the following areas:
 1. Working knowledge of concepts associated with small business development.
 2. Familiarity with resources available in the community for small business development.
 3. Ability to communicate and present ideas effectively, including some skill in public speaking.
 4. Ability to establish and maintain effective working relationships with staff, educational institutes, community groups, small business owners, potential owners, and the general public.
 5. Ability to effectively plan and organize a variety of activities.
 6. Ability to work independently and handle multiple tasks.
 7. Intermediate knowledge of microcomputer functions including word processing and spreadsheets.
 8. Ability to type at least 35 words per minute.

I remember when typing led the list of job posting requirements. Now, it’s no longer considered the most important tool in an Admin’s tool box. What are you doing to make sure your skills are keeping up with today’s job market? Are you taking advantage of the educational and networking opportunities available through IAAP? Have you participated in any of the Webinars or watched any of the Podcasts? Do you attend chapter meetings and build your networks? IAAP is there every step of the way to help you fill your toolbox.

As noted in “The 21 Indispensable Qualities of a Leader” by John C. Maxwell: “If you find that your standards are high, your attitude is good, and you consistently work hard – and you still don’t achieve the way you’d like – get better equipped. Improve your skills by taking classes, reading books, and listening to tapes. Find a mentor. Do whatever it takes to become better at what you do.”

The Wisconsin Division Fall Educational Conference will give you some new skills to add to your toolbox. See you there!



Save the Dates!

- ☆ **Fall Education Conference**
October 28 & 29, 2011
Venue: Holiday Inn Express-American Center, Madison
- ☆ **CPS/CAP Exam**
November 4, 2011
- ☆ **CPS/CAP Exam**
May 5, 2012
- ☆ **Wisconsin Division Annual Meeting**
May 18 & 19, 2012
Venue: Stevens Point

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Test Your Latin Terms! *Contributed By Carol Rehak*

For centuries, Latin, the language of the ancient Roman Empire, was the language of politics, law, and science in many European countries. Many Latin terms and phrases are still in use today in everyday English. Below you will find some common Latin phrases and their definitions. Some you may already know; others you may have seen – in everyday life or in business – and wondered about their meanings.

Ad hoc: For the specific purpose; improvised; on the spot, designed for the situation at hand and no other

A priori: From what comes before

Ad litem: To the lawsuit; a party appointed by a court to act in a lawsuit on behalf of another party who is deemed incapable of representing himself

Alma mater: One's old school; literally "bounteous mother"

Amicus curiae: Friend of the court; an adviser, or a person who can obtain or grant access to the favor of powerful group

Ante bellum: Before the war

Ars longa vita brevis: Art is long, life is short

Bona fide: In good faith; well-intentioned or fairly

Carpe diem: Seize the day; an exhortation to live for today

Casus belli: Event of war; justification for an act of war

Cave: Beware

Cave canem: Beware of the dog

Caveat emptor: Let the buyer beware

Caveat lector: Let the reader beware. Used when a writer does not vouch for the accuracy of text

Cogito ergo sum: I think, therefore I am

Culpa: Fault; also "blame" or "guilt"

Cum laude: With praise. Greater honors include magna cum laude and summa cum laude

Curriculum vitae: Course of life; a resume

De facto: In fact; something that is the actual state of affairs

De jure: By law, official

E pluribus unum: From many (comes) one. Motto of the USA.

Ex libris: From the books; "from the library of ..."

Ex officio: From the office; by virtue of office or position

Ex parte: From a part; legal term meaning by only one party to a dispute in the absence of the other

Ex post facto: From a thing done afterward; said of a retroactive law

Extempore: From time; this instant, immediately

Excelsior: Higher; ever upward

Extent: Still in existence; surviving

Fac simile: Make a similar thing; origin of the word facsimile

Gaudeamus igitur: Therefore, let us rejoice (while we are young).

In camera: In the chamber; figuratively, "in secret" or "in private"

Infra: Below, underneath

In loco: In place of

In loco parentis: In the place of a parent

In medias res: Into the middle of things

Ipsa facto: By the fact itself, thereby

Lingua franca: Universal tongue

Mirabile dictum: Wonderful to say

Ne (non) plus ultra: Nothing further perfection

Nota bene (nb.): Note well, observe carefully

Per capita: Per head

Per diem: By the day

Per se: By itself

Prima facie: On the first face; in law, an obvious case that requires no further proof

Pro forma: As a matter of formality

Quid pro quo: Something for something

Rara avis: A rare bird; an extraordinary thing

Semper fidelis: Always faithful

Sine qua non: Without which not (a necessity)

Sub rosa: Under the rose; in concealment

Subpoena: Under penalty; a summons to court

Sui generis: Of one's own kind; unique

Summa cum laud: With highest honor

Tabula rasa: A clean slate; person who knows nothing

Tempus figut: Time flies

Veni, vidi, vici: I came, I saw, I conquered

Veto: I forbid

Google Corner—did you know...

Type in the search field : ...

What it does: Searches for a range of numbers

Example: Willie Mays 1950 ... 1960

Result: Willie Mays during this time period



MS Outlook: Save Yourself a Few Steps

When setting up a new appointment within MS® Outlook, look in the lower left-hand corner of your appointment screen. You'll see the "Contacts" button. Click on it and your Address Book(s) will pop open. Double-click on any contact name related to this appointment. Now when your appointment rolls around, you can easily open up your contact's information without leaving your calendar view.

This is especially handy for phone appointments or in-person meetings. If you're running late, you can quickly and easily pull up someone's contact information to give them a call. For phone meetings, you can call someone without having to exit your calendar. Everything you need for your appointment is at your fingertips.

Linking to a contact is also available when creating a new Task. If the contact button is missing in the lower left-hand corner of a new Appointment or Task, follow these steps:

Go to **Tools > Options > Contact Options** button > Select **Show Contact Linking on all Forms**



Have a suggestion, idea, or contribution for the newsletter?

Contact the co-editors, Pattie Noble and Ann Panas:

pnoble@weatrust.com
ann.e.panas@jci.com



A quick tip to help you get more things done!

Effective E-Mail Subject Lines

We've all received e-mails with vague subject lines or worse yet, no subject line at all. It is in our best interest to write effective subject lines for our e-mails in order to insure that others are reading them and taking necessary action.

When writing your e-mail's subject line, ask yourself these two questions:

1. Will the recipient know at-a-glance what my e-mail is pertaining to?
2. If I were receiving this e-mail, would I open it?

Here are some examples of poor subject lines along with improved options.

Poor Subject Line

Need your help
Need these items soon
FYI
Are you attending webinar?

Improved Subject Line

Two requests by Friday
Action Required by 9-12-11
Agenda Items for Monday's Board meeting
Please RSVP for Webinar Training



Certification Changes *By Diane Johnson-Hung, CPS*

Beginning with the November 2011 exam, the Certified Administrative Professional (CAP) designation will be the base designation—meaning that you will need to pass this exam first before you can apply to test for the specialty designations. As you pass each specialty designation exam, the initials are added on to the end of the CAP designation. For example: IAAP currently offers the Organizational Management (OM) specialty designation. If you currently possess the base CAP designation and go on to pass the OM exam, the designation you would use is CAP-OM. IAAP is working on more specialty designations at this time.

Individuals Currently Certified as CPS, CPS/CAP, or CAP

Current certification designations will change when the November 2011 exam results are released. IAAP will notify all certified individuals of when the change will take place and provide information regarding the new credential use, ordering new certificates and plaques, etc. The following table shows the designation changes.

Current Designation	New Designation
CPS	CAP
CPS/CAP	CAP-OM
CAP	CAP-OM

Individuals Applying to Take the CAP and/or the OM Exams in May 2012

Now is a great time to study for the CAP and/or OM May 2012 exams. You will want to give yourself a LOT of time to cover all of the material for the CAP designation and OM specialty designation. The new exam study guides, [CAP Exam Guide](#) and [Organizational Management Specialty Exam Guide](#), are available on the IAAP Web site. Metcalf Education Services also has review materials for the new exams at www.capreview.com. Prentice Hall will not be publishing materials for the new exams.

The deadline to submit your [application](#) for the new exams is February 15, 2012. The CAP exam is a 4½-hour exam with 300–350 questions, and the OM specialty designation is a 3½-hour exam with 150–170 questions. All exam questions are multiple choice.

Become a Member of Excellence in 2011–2012!

By Nancy Arnold, CPS/CAP

The Member of Excellence (MoE) program provides annual recognition to IAAP members who meet eight criteria out of a list of eleven. Some of the criteria carry over from year to year, such as holding a CPS and/or CAP rating and earning a college degree or certificate. Many of the criteria are easy to accomplish, such as signing the commitment form and paying your dues on time. Some require a little more work, but every one of them can be accomplished!

The latest member survey indicated that 45% of those responding participated in the MoE program in 2009–2010, and many more said they planned to participate in 2010–2011. In fact, 64 members were awarded the MoE distinction last year (about 13% of our membership). Let's increase that number this year! I would love to see Wisconsin Division have 15% of our members achieve MoE in 2011–2012. Need some motivation, ideas, suggestions or assistance? Check the Wisconsin Division eGroup throughout the year, where you can ask questions, get advice, and hear from other members who are also working on their MoE criteria. The discussions will begin on October 15.



**Division Officers, Chapter Liaisons,
Committee Chairs, Chapter Presidents**



DIVISION OFFICERS

PRESIDENT
Nancy Arnold, CPS/CAP

PRESIDENT-ELECT
Kathi Princeton, CAP

VICE PRESIDENT
Lynne Woida, CPS/CAP

SECRETARY
Nancy McCulley, CPS

TREASURER
Irene Scallon, CPS

CHAPTER LIAISONS

**METRO NORTH
MILWAUKEE
WAUSAU**
Nancy Arnold, CPS/CAP

**MEMBERS-AT-LARGE
DOWNTOWN
MILWAUKEE
GREATER GREEN BAY**
Kathi Princeton, CAP

**FOX CITIES
SWANI**
Lynne Woida, CPS/CAP

**SOUTHEAST
WISCONSIN
WAUKESHA**
Nancy McCulley, CPS

**CHIPPEWA VALLEY
MADISON
MILWAUKEE**
Irene Scallon, CPS

**COMMITTEE
CHAIRS**

FINANCIAL REVIEW
Eileen Rauman

**BYLAWS & STANDING
RULES**
Merry Bachim

CERTIFICATION
Diane Johnson-Hung,
CPS

DIVISION PROJECT
Sally Keena
Cynthia Welch, CPS

**MEMBERSHIP &
NEW CHAPTER BUILDER**
Pat Falkenhagen, CPS/
CAP

NEWSLETTER
Pattie Noble, CPS
Ann Panas, CPS

NOMINATIONS
Julie Thomas, CPS/CAP

APPOINTMENTS

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CPS/CAP

RTF
Donna Beck

WEB SITE
Carol Rehak

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FOX CITIES
Lori Maki, CPS

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Jennifer Schied

MILWAUKEE
Kristi Rae Sanders

SOUTHEAST WISCONSIN
Heidi Hoefler, CPS

SWANI
Lisa Skarlupka

WAUKESHA
Kitty Knight, CPS

WAUSAU
Ann Dahlke, CPS/CAP

The winner of the
"Name Your News-
letter" contest is:
Ann Dahlke
Congratulations,
Ann! Thank you to
all of the members
who sent in their ide-
as for the newsletter.



Tell me and I'll
forget. Show me,
and I may not re-
member.
Involve me, and
I'll understand.
- Native American
saying

Check Out Our Chapters!

Are you a Division Member-at-Large interested in attending a chapter meeting nearby? Are you just interested in seeing what the other chapters are offering for programs? Check out their Web sites—meeting schedules and topics have been posted or are included in their newsletter.

Chippewa Valley: <http://www.iaap-chippewavalley.org>

Downtown Milwaukee:

<http://community.iaap-hq.org/downtownmilwaukee/Home/>

Fox Cities: <http://www.iaap-foxcities.org/Home/>

Greater Green Bay: <http://community.iaap-hq.org/greenbay/Home/>

Madison: <http://www.iaap-madison.org/Home>

Metro North Milwaukee: <http://www.iaap-metronorth.com>

Milwaukee: <http://www.iaap-milwaukee.org/Home>

South East Wisconsin: <http://www.iaap-sewisconsin.org/Home>

SWANI: <http://www.iaap-swani.org/Home>

Waukesha: <http://www.iaap-waukesha.org/Home>

Wausau: <http://www.iaap-wausau.org/Home>

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Division of Excellence Scorecard

#7

- Division sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year. **DONE**

#1

- Division submits Chapter Education/Training Evaluation form to IAAP Headquarters Membership Department by October 15.

#2a

- Division submits division budget and annual division financial review/audit report to the International Treasurer by December 31. **DONE**

#2b

- Division submits Chapter Financial Evaluation form to IAAP Headquarters Membership Department by January 15.

#5a

- Division develops and updates the division's business plan. Division submits business plan to International President-Elect by April 30. **DONE**

#5b

- Division submits completed Chapter Business Plan Evaluation form to IAAP Headquarters Membership Department by May 15.

#3

- Division submits completed Chapter Membership Drive Evaluation form to IAAP Headquarters Membership Department by June 15.

#4

- Division submits a completed Chapter New Member Orientation Evaluation form to IAAP Headquarters Membership Department by June 30.

#6

- Division submits a completed Division Annual Meeting Credentials Verification form to IAAP Headquarters Membership Department by June 30.

#8

- As of June 30 of the current IAAP fiscal year, at least 20% of the division's chapters qualify for Chapter of Excellence and at least 7% of the division members qualify for Member of Excellence.