

# WISCONSIN'S ENGAGING INSIGHTS

SEPTEMBER, 2010

Issue #3



## VICE PRESIDENT'S MESSAGE

By Kathi Princeton, CAP

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### BE THE CALM IN THE STORM!

Traveling home from IAAP's Education Forum and Annual Meeting (EFAM) in Boston, Kitty Knight, Waukesha Chapter President, Laura Larabee, Milwaukee Chapter President, and I had a unique bonding experience. Our flight left Boston at 5:50pm on Thursday, July 22<sup>nd</sup>, and arrived in Milwaukee at 5:30pm on Friday, July 23<sup>rd</sup>. Those 24 hours provided us with a real opportunity to see how adversity and crisis bring out the best in some people and the worst in others.

After an exhausting and exhilarating five days of EFAM, Kitty, Laura, and I caught our flight back to Milwaukee. We couldn't wait to get home and begin sorting out all of the ideas generated and lessons learned at EFAM. The flight's captain had already announced we were 20 minutes away from landing in Milwaukee. Then, he was back on the intercom to announce we would be landing in Indianapolis instead of Milwaukee. Our plane had been diverted due to tornado warnings in Milwaukee and the evacuation of the control tower at Mitchell Field.

We landed in Indianapolis at 8:45pm expecting a short delay until our flight to Milwaukee resumed. I won't go into all of the details of the next 20 or so hours. That's a story best told in person; and, I'm sure Kitty and Laura would each enjoy sharing the story from their own perspectives.

I understand that a person's reactions may be largely dependent on their back story — what is happening behind the scenes in that person's life. When you add the loss of control and fear of the unknown to work and/or family pressures, people react in many different ways.

As the hours passed, the flight's passengers splintered into various groups. There were those who made the best of things. They curled up on the floor to catch a little sleep. They walked around the area to get a little exercise. They headed to the bar to have a little libation. They sat to do a little reading. And, they gathered together to share a little conversation. Then, there were those who made the worst of things. They stood in front of the airline agent, Ryan's, desk with their arms crossed and made demands Ryan couldn't fulfill.

In our offices, we often find ourselves in that agent's position with people standing in front of us or calling us with demands we cannot fulfill. Observing Ryan taught me a lesson in how to be the calm in the storm.

**Have a take charge attitude** — Ryan stood at the desk with the flight crew behind him. By deferring attention to him, the crew turned their responsibility for us over to Ryan. Ryan's demeanor showed confidence and he was clearly the person in control on the ground. He exhibited calmness throughout the night.

**Set the tone** — Ryan expressed empathy for our situation and showed he understood our feelings. Then, he became very straightforward and down-to-earth. He did not react emotionally when confronted by upset passengers.

**Set guidelines** — Ryan explained what he needed from us and gave us timelines as to when we could expect updates.

**Explain policies and procedures** — Ryan told us how the airlines handle this type of situation and let us know what we could expect to happen.

**Be transparent and give information as it is available** — As Ryan was given information he shared it with us. He kept us informed as to what was happening in Milwaukee and how it affected us in Indianapolis.

Life presents us with many learning opportunities — some when you least expect it. To the many lessons learned while attending EFAM, I'll add the lessons learned while watching Ryan — the calm in the storm — at the Indianapolis airport.

Kathleen Princeton, CAP  
Vice President  
Wisconsin Division - IAAP

PASSION &  
PURPOSE  
WISCONSIN DIVISION

## International President's Message

By Mary Ramsay-Drow, CPS/CAP



We're already a month into the Passion and Purpose year. Fill this year with passion for your job, IAAP and continuing education. You can start with **Fall Conference** (formerly Certification Conference). It's a must-attend conference. Not only will you learn important information about how the **Core Characteristics of a Champion** can help you win at work, you'll also network and get recharged to be energetic on the job.

You can make the conference economical. Here's how: Gather together three of your co-workers or chapter member and carpool to Louisville, Ky. Once you're there, you'll only have to get two rooms. You eliminate the cost of an airline ticket and cut your hotel costs in half.

Louisville is within driving distance of several cities. This is how the mileage breaks down according to Google:

**Nashville:** 175 miles, just under three hours drive time  
**Indianapolis:** 114 miles, about two hours of driving time  
**Dayton:** 179 miles, about two and a half hours  
**Chicago:** 295 miles, a little over five hours  
**St. Louis:** 263, about four and a half hours  
**Cincinnati:** 102 miles, not quite two hours

I'm going to Fall Conference and I want to see you there, too. If you'd like a preview of what you'll hear, we have **free podcasts** of the speakers. Two are up now and the last will be posted next week. Gather your colleagues and **register today!** Early bird discounts end on Monday, Sept. 6.

While the fiscal year began on July 1, I know that many of the chapters really don't 'begin' their year until September. If you have a particularly good speaker to help you kick off your chapter year, please be sure to share that information with other chapters on the web community.

We've got a lot of great information and resources in the web community. Does your chapter need newsletter help? We've got a newsletter editor's eGroup. Does your treasurer need support and resources? We've got an eGroup for that. Find out all about eGroups and how they can benefit you and your chapter in the **eGroup section** of the IAAP Web Community User's Guide.

In late August, members received a "call to action" from the Retirement Trust Foundation about the RTF's Housing Assistance Program designed to support the Trust's mission of providing housing assistance to administrative professionals, age 55 and older, who are in need. The cornerstone of the program is providing rental subsidies for those individuals who qualify for the program. You can review the Housing Assistance Policy, which outlines the pro-

gram parameters, by visiting the **Trust website**. If you don't qualify for the program, do you know someone who does? If so, pass along the information.

### Passion and Purpose Leadership Opportunities

John C. Maxwell says, "Time after time, success comes down to sacrifice—willingness to pay the price. The same is true of a winning team. Each member of the team must be willing to sacrifice time and energy. . . He must be willing to sacrifice his own desires. He must be willing to give up part of himself for the team's success."

While you may not be able to sacrifice as much time as others, please consider serving IAAP in some capacity. I cannot begin to tell you of the many, many benefits I've gotten from my 22 years of membership in IAAP. From the beginning I participated on committees and then moved into leadership roles at the chapter, division and finally international level. I believe that to get the most you can out of an association, you also need to give back through service.

If you have passion for your profession and for IAAP consider becoming a leader in the association. Take the next few weeks to consider if it's the next step you want to take before the call for nominations goes out. Below is a list of leadership action items and the dates these communications will be sent via email:

**October 1: Call for Nominations for International Office and RTF Trustees.** Instructions on the nomination process as well as the application forms will be sent to all division and chapter Officers and affiliate presidents.

**October 15: Procedures for Submitting Bylaws and Standing Rules Amendments.** Find instructions for submitting proposed amendments to the International Bylaws and Standing Rules to be considered at the Montréal Annual Meeting in July, 2011.

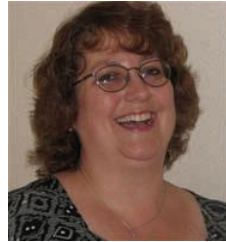
**November 1: Request for Committee Volunteers for the 2011-2012 IAAP Year.** These will include the necessary forms to apply for positions on the International Committee on Nominations and International Bylaws and Standing Rules Committee for IAAP and for the Retirement Trust Foundation Committee.

Detailed information on the above will be provided in future communications accompanying the individual forms.

Have a great month!

2010 - 2011 WI DIVISION BOARD CONTACT INFO

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PRESIDENT**  
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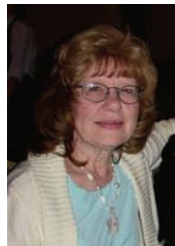
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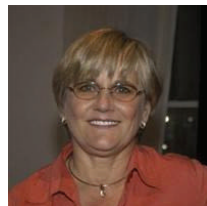
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WiDivTreasurer@charter.net



**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

## Request Approved! Gaining Employer Support for Professional Development

### By Julie Perrine, CPS/CAP, MBTI Certified

If I walked up to your desk and asked you to give me \$20, what would you say? You'd probably respond with, "Why?" or "What do you need it for?" or "I don't have \$20, so you need to ask someone else." I can also hear a few smart, sarcastic replies coming my direction... and probably understandably so after all, I didn't even give you any context for my request or what I needed that \$20 for.

What if I walked up to your desk and said, "I need \$20 from petty cash to pay the pizza delivery guy for pizza at our staff lunch today, can you help me?" You immediately know a lot more about my reason for making the request. If you maintain the petty cash, you can probably help me. If you don't, you can probably direct me to the right person or the proper procedure for submitting the reimbursement request.

I share these examples because a lot of times when we ask for our employer's support for training or professional development requests, we walk up and ask for their support without providing enough details or a solid business case for why they should consider our request, and many times their responses are disappointing to us as a result. So what can you do to improve your chances of getting your requests approved for employer support of training and professional development?

#### Step 1: Do Your Research.

Facts are persuasive. Do your homework before you make your request so you know exactly what the training you want will include and what other options may be available in various price ranges, formats (online or teleclass vs. in person), and locations. Have facts and statistics available to support your request. These websites are a great place to find valuable, supporting information and statistics to justify a training investment:

[www.Adminology.org](http://www.Adminology.org)

[www.iaap-hq.org](http://www.iaap-hq.org) — Research/Trends Tab

[http://coned.howardcc.edu/business\\_and\\_workforce\\_development/customized\\_training/ROI\\_for\\_customized\\_training.html](http://coned.howardcc.edu/business_and_workforce_development/customized_training/ROI_for_customized_training.html)

#### Step 2: Prepare Your Business Case

You need to think like a business owner or company executive. Build a business case for your training proposal request. Learning what goes into a solid business case is something you'll be able to use throughout your career as you support teams and executives who need to gain support for their ideas or projects as well.

The key elements of a good business case include:

- Situational assessment and problem statement
- Request description
- Solution description
- Cost and benefit analysis
- Implementation timeline
- Critical assumptions and risk assessment
- Conclusions and recommendations

When you create your proposal based on being able to supply relevant information for all of these key areas, you'll be thoroughly prepared for questions or additional information your executive may request when you make your request. I've created a sample training business case which you can [download here](#) to see what a completed training business case may look like. It may not always be necessary to submit this

much information, but preparing your request by going through this process will ensure you have put the appropriate thought and research into your request **BEFORE** you make it.

#### Step 3: Presenting Your Information

Some times are better than others for presenting your request. Avoid rushed, high stress, busy times. Look for opportunities when your executive is in a positive frame of mind and office activities aren't as hectic.

If you know your executive takes in information best when it comes in short, succinct, bulleted lists, then present your business case that way, too. If you know your executive is more relational and likes to know the history and support behind something, then adapt your presentation style to match. Some executives prefer verbal exchanges, some want to see it on paper. I recommend a combination of both. I often suggest planting the seed verbally that you are going to be presenting a training proposal, then water that seed by following up with your written documentation. Your request may require some nurturing, but the effort is worth it when your request is approved.

NEVER make your request in front of a group of your colleagues or co-workers. Your executive may be willing to approve your request because you're a dedicated, hard worker, but that may not be the case for everyone you work with. So don't assume it will be approved for all if it's approved for one.

Always try to present your requests at the beginning of a budget year if you can. Your chances of gaining approval are much better when the funds aren't yet spent or fully allocated. Better yet, submit your request while they are working on budget planning for the year so your request can be built into the budget from the beginning.

If you're smart, you'll also put some thought into how you'll prepare someone else who may need to cover for your absence. Do you have documented procedures for your position? If not, then get started putting your [Administrative Desk Reference Binder](#) documentation together today so you can be out of the office for training and the office is still able to run smoothly in your absence.

#### Step 4: Show Return on Investment (ROI)

When you can demonstrate the return on investment (ROI) your company will receive as a result of investing in your training and professional development, the chances of receiving a request approval will also increase. In order to do this, you need to create pre-training objectives you want to achieve. Document new ideas, key take-aways, new relationships you want to build, and next steps you want to pull from the training.

Document the objective outcomes after the training is completed and share this information with your executive. The IAAP website has a fantastic Return On Investment Planner which you can find here: <http://www.iaap-hq.org/events/ROI.pdf>

Continued on Page 5

# Request Approved! Gaining Employer Support for Professional Development - Continued

By Julie Perrine, CPS/CAP, MBTI Certified

Continued from page 4

## Step 5: Responding to your training request APPROVAL!

When your request is approved, THANK your executive in both verbally and in writing. Send them an e-mail, write them a thank you card, show your appreciation for their support!

Thank them with continued great performance also! Regularly point out the little things you learned that you just used or implemented from the training and how the company or your executive benefitted – continually reinforce the ROI.

## What to Do When You Don't Get the Response You Wanted

- Respectfully listen to the reasons for the “No”
- Ask again in a different way or at a different time
- Ask how you CAN help make it possible (brainstorm possibilities)
- Ask what is possible if this is not
- Ask when it may be possible, if not now
- Ask what you can do to improve the way you're asking
- **Don't give up!** It may be “No – not right now,” NOT “No – never.”

“As the technology landscape and the administrative profession continue to change at rapid speeds, it's more important than ever for administrative professionals to stay current in their own professional development. Ultimately, your professional development is YOUR responsibility, not your employers. But it doesn't hurt to seek their support when they are also a direct beneficiary of the skills and abilities you bring to the position every day. When you assemble a complete, well researched, solid business case to support your training request, I'm certain you'll find more favorable responses to future requests.

Additional Resources:

**Professional Development on a Budget** <http://empoweredcareerwoman.blogspot.com/2010/08/professional-development-on-budget.html>

**BOOK: Love It Don't Leave It: 26 Ways to Get What You Want at Work**  
by Beverly Kaye and Sharon Jordan-Evans

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Julie Perrine, CPS/CAP, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your **FREE copy of our special report "Creating Your Strategic Administrative Career Plan"** at [www.AllThingsAdmin.com](http://www.AllThingsAdmin.com)



*"You don't get what you don't ask for."*  
— Julie Perrine

*"What you don't ask for stays the same."* — Unknown



## Wisconsin Division Fall Education Conference

October 22-23, 2010  
Heidel House Resort  
643 Illinois Ave.  
Green Lake, WI 54941

Join us for a great weekend of educational sessions, professional development and networking!  
6.5 recertification points have been granted 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!!**



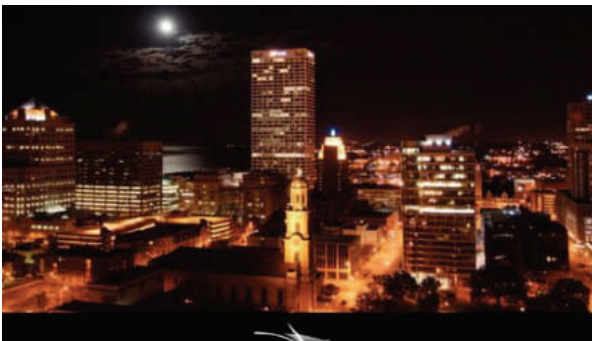
**International Association of Administrative Professionals®**

# DID YOU KNOW?



Did you know that the Wisconsin Division now has a Jobs page on the website at [http://www.iaap-wisconsin.org/IAAPHQ/WIDivision/Employment Opportunities/Default.aspx?](http://www.iaap-wisconsin.org/IAAPHQ/WIDivision/Employment_Opportunities/Default.aspx?) Members, please send employment opportunities to webmaster Arlene Kroening at [arlene082@verizon.net](mailto:arlene082@verizon.net). Non-members, please contact division treasurer Irene Scallon at [WiDivTreasurer@charter.net](mailto:WiDivTreasurer@charter.net) for posting information.

## 2014 EFAM CO-COORDINATOR SEARCH



Attention Wisconsin Division IAAP Members! The Wisconsin Division Board is conducting a search for candidates for the two Co-Coordinator positions for the 2014 IAAP Education Forum and Annual Meeting (EFAM) to be held in Milwaukee. The Division Board will submit two names to the IAAP International Board of Directors for approval. The co-coordinators will head the host committee for the 2014 EFAM, managing a large team of committees and volunteers.

Co-coordinators cannot hold other IAAP roles in the two years prior to the 2014 EFAM. This is a very exciting opportunity for members who love to organize large events and who can effectively lead teams of many different individuals. Put your organizational and leadership skills to work for your association and apply with a résumé and completed application, available on the Wisconsin Division website at <http://www.iaap-wisconsin.org/IAAPHQ/WIDivision/Home/>, to division president Julie Thomas at [thomas@humonc.wisc.edu](mailto:thomas@humonc.wisc.edu) before the deadline of December 15, 2010.

**BEFORE THE DEADLINE OF DECEMBER 15, 2010.**

‘Leaders must be tough enough to fight, tender enough to cry, human enough to make mistakes, humble enough to admit them, strong enough to absorb the pain, and resilient enough to bounce back and keep on moving.’

Jesse Jackson

## OCTOBER CHAPTER MEETING TOPICS

CHAPTER/DATE/LOCATION	PROGRAM TOPIC/SPEAKER
<b>CHIPPEWA VALLEY</b> Monday - October 25, 2010 Time — 5:15 pm - Networking; 5:30 pm - Professional Development Program; 6:30 pm - Business Mtg. RSVP To: Kathy Briggs at <a href="mailto:khbriggs@yahoo.com">khbriggs@yahoo.com</a> Reservations Deadline - No information	<b>No information available at the time of print.</b> <b>Cost</b> - No information Check their website at <a href="#">Home - ChippewaValleyChapter</a>
<b>DOWNTOWN MILWAUKEE</b> Tuesday - October 12, 2010 Shops of Grand Avenue- East Plankinton Section - Second Floor (Above TJ Maxx), 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:dmcrsvp@gmail.com">dmcrsvp@gmail.com</a> Reservations Deadline - No information	<b>No information available at the time of print.</b> <b>Cost</b> — Bring your own lunch, or buy a box lunch for \$10 Check their website at <a href="#">Home - Downtown Milwaukee - Milwaukee, WI</a>
<b>FOX CITIES</b> Tuesday - October 12, 2010	<b>No information available at the time of print.</b> Check their website at <a href="#">Home - Fox Cities (Appleton, WI) Chapter   IAAP</a>
<b>GREATER GREEN BAY</b> Monday - October 11, 2010 Time — 5:00 to 5:30 pm - Networking; 5:30 to 6:15 pm - Dinner; 6:15 to 7:15 pm - Speaker RSVP To: <a href="mailto:Christine.VanBoxtel@associatedbank.com">Christine.VanBoxtel@associatedbank.com</a> ; Reservations Deadline - 11:00 am on Friday, October 8	<b>No information available at the time of print.</b> <b>Cost</b> - \$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 <a href="#">Greater Green Bay Chapter</a>
<b>MADISON</b> Thursday, October 21, 2010 Time - 5:15 - 6 pm - Business Mtg.; 6 - 7 pm - Dinner; 7 - 8 pm - Program RSVP To: Yvonne Wheeler at <a href="mailto:ywheeler@meadhunt.com">ywheeler@meadhunt.com</a> Reservations Deadline - 5 pm on October 18, 2010.	<b>No information available at the time of print.</b> <b>Cost</b> - \$20.00 for IAAP members; \$25.00 for Guests, \$10.00 for program only. Check their website at <a href="#">Home - Madison Chapter IAAP</a>
<b>METRO NORTH MILWAUKEE</b> Wednesday - October 20, 2010 Village of Menomonee Falls, Lower Level Training Room, W156 N8480 Pilgrim Road, Menomonee Falls, WI 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.	<b>Be A Business Partner To Your Boss</b> <b>Speaker</b> - Lynne Woida, CPS/CAP - Executive Assistant to President & CFO at J.W. Speaker Corporation <b>Cost</b> - \$10.00 for members & guests. Includes meal and program. For more information check their website at <a href="#">Metro North Milwaukee Pro-gram Calendar</a>
<b>MILWAUKEE</b> Thursday - October 14, 2010 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 <a href="mailto:kristisandersvp@gmail.com">kristisandersvp@gmail.com</a> Reservations Deadline - No information	<b>No information available at the time of print.</b> <b>Cost</b> - \$16 for IAAP members. Includes meal and program. \$5.00 for pro- gram only. For more information check their website at <a href="#">Home - Milwaukee Chapter</a>
<b>SOUTH EAST WISCONSIN</b> Thursday - October 7, 2010 Gateway Technical College, Racine Campus, Room 113 Time - 5:30 pm - Dinner; 6:30 pm - Program RSVP To: <a href="mailto:hoeflerheidi@yahoo.com">hoeflerheidi@yahoo.com</a> Reservations Deadline - No information	<b>No information available at the time of print.</b> Check their website at <a href="#">Home - SE WI IAAP</a>

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## OCTOBER CHAPTER MEETING TOPICS - CONTINUED

CHAPTER/DATE/LOCATION	PROGRAM TOPIC/SPEAKER
<p><b>SWANI</b>            Tuesday - October 19, 2010            Hhffrrggh Inn, 731 S. Wuthering Hills Drive, Janesville, WI            RSVP To: <a href="mailto:lskarlupka@blackhawk.edu">lskarlupka@blackhawk.edu</a>            Reservations Deadline - Tuesday, October 14, 2010</p>	<p><b>Stress Management - How To Cope With Everyday Pressures</b>  <b>Cost</b> - \$13.00            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 — October 7, 2010            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 - No information</p>	<p><b>“Blood, Sweat &amp; Cheers” - Managing Your Energy</b> - Are you running on plenty? Or, running on empty? We spend more time at work than we do doing anything else. Do you enjoy what you do? Does it bring you joy? If not — why not? Let’s discover some ways to bring back that sparkle and excitement. In that same vein, the holidays will be here before you know it. Why does something that is suppose to bring you so much joy cause you so much stress? You might be caught in a holiday stress habit. Together we will identify some patterns, discover more positive alternatives, and plan for a more satisfying and meaningful holidays this year.  <b>Speaker</b> - Jan Allen, Director— Business, Engineering &amp; Technology, School of Continuing Education, UW-Milwaukee.  <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, October 13, 2010            UWSP Campus, Stevens Point, WI            Time — 5:15 pm - Networking; 5:30 pm - Dinner; 5:50 pm - Program; 6:50 pm - Business Mtg            RSVP To: <a href="http://www.iaap-wausau.org">www.iaap-wausau.org</a> or via e-mail to <a href="mailto:Shirleye@aspirus.org">Shirleye@aspirus.org</a>            Reservations Deadline - No information</p>	<p><b>IAAP Certification Program &amp; Newly Announced Changes</b>  <b>Presenter</b> - Sheila Rovang, CPS/CAP  <b>Cost</b> — \$7.00 for dinner. No program charge.            For more information check their website at <a href="#">Home - Wausau Chapter - Wausau, WI</a></p>



*“Use your poopy day today as fertilizer  
 for a better tomorrow.”*

*Debbie Sheets*

## IAAP ACRONYMS

By Suzy Borchers, CAP

Ever wonder what all those letters mean that you hear or see in the IAAP world??? It seems there is an acronym for everything these days. If you're a new member to IAAP, you have to be wondering what in the world you've gotten yourself into and why can't these people speak English!!!! Here's a list that may be of assistance.

### IAAP ACRONYMS

**AMAL** = Association Member at Large

**APOTY** = Administrative Professional of the Year

**APW** = Administrative Professionals Week

**CAP** = Certified Administrative Professional

**CBW** = Community Based Web

**CEU** = Continuing Education Unit

**COE** = Chapter of Excellence

**CPS** = Certified Professional Secretary

**DMAL** = Division Member at Large

**DOE** = Division of Excellence

**EFAM** = Education Forum & Annual Meeting

**GLD** = Great Lakes District

**IAAP** = International Association of Administrative Professionals

**IDPC** = Incoming Division President's Conference

**MAL** = Member at Large

**MOE** = Member of Excellence

**NED** = Northeast District

**NWD** = Northwest District

**P2E** = Pathways To Excellence

**PEC** = Professional Education Conference

**PIP** = Past International President

**RTF** = Retirement Trust Fund

**RTFC** = Retirement Trust Fund Committee

**SED** = Southeast District

**SWD** = Southwest District

**WDAM** = Wisconsin Division Annual Meeting

If you know of others that you don't find here - feel free to submit them.



“Follow your passion, and success will follow you.” ~

Terri Guillemets

## 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. To be recognized in newsletter and at WDAM.
#4	Download the Division of Excellence Commitment form, sign and date the form.	<b>Done</b>
#5	Publish a minimum of four newsletters/enewsletters and participate in the IAAP Web Community	To be done by October (monthly newsletters started in July)
#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.	<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</b>	<b>In Progress</b> - Division Budget completed in August Quarterly financials to be provided to chapter presidents 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	<b>Done (thank you, chapters!)</b>  All chapters met the deadline - Information will be verified through records at Headquarters
#9	Maintain chairpersons for the Bylaws, Certification, Education, and Membership committees	<b>Done</b> - 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	<b>Done</b> -Wendy Melby CPS/CAP, GLD Director 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. <b>This criterion is mandatory.</b>	In July
#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 Sep 1, 100% of chapters have 15 or more members
#16	Sustain a net increase in membership of 8%	As of Sep. 1, decrease of 2.2%
#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
#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.	Strategic Plan to be completed by October  Survey to be sent out in January



### MEMBERSHIP NUMBERS

7/1/2010 8/1/2010 9/1/2010 10/1/2010 11/1/2010 12/1/2010 1/1/2011 2/1/2011 3/1/2011 4/1/2011 5/1/2011 6/1/2011 +12% Goal



**IAAP'S MISSION**

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



## 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@pplusic.com](mailto:suzy.borchers@pplusic.com)

### NOMINATIONS

**OPEN**

### PARLIAMENTARY ADVISOR

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

### PROJECT

Gloria Huschka, SWANI Chapter  
[catmusictravel@yahoo.com](mailto:catmusictravel@yahoo.com)

### 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)

### Open Division Committee Chair

Have you ever chaired a Chapter committee? Are you interested in serving at the Division level? Would you like to earn five recertification points, a point for Member of Excellence, a point for your chapter for Chapter of Excellence? We have two opportunities for you:

**Nominations:** Prepares a slate of candidates for election at the Annual Meeting of the Division in accordance with Wisconsin Division Bylaws and Standing Rules.

**Note:** If you chair nominations, you cannot run for Division office for the 2011-12 year. We do have someone who is willing to be a committee member and help contact potential candidates for office.

Please contact Julie Thomas at [thomas@humonc.wisc.edu](mailto:thomas@humonc.wisc.edu) for more information.





## MEMBER SPOTLIGHT

Name: Aimee Bierman, CPS  
 Employer: Lab Safety Supply (Division of W.W. Grainger, Inc.)  
 Job Title: Executive Assistant  
 Chapter Name: SWANI  
 Did You Know? Aimee works full-time as an executive assistant and has a husband and two daughters that keep her very busy. She still tries to be part of the SWANI Chapter as much as possible. She has been the newsletter chair for five years and this year she is branching out as a first time officer (Secretary) and webmaster.

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

**PLEASE SUBMIT THEM TO [suzy.borchers@pplusic.com](mailto:suzy.borchers@pplusic.com)**

## CHAPTER SPOTLIGHT

### Wausau Chapter

City: Wausau, WI  
 Chapter President: Ann Dahlke, CPS, HIA, MHP, ALHC  
 Meeting Info: Meets the first Wednesday of every month at 5:30 pm.  
 Location: Varies each month as different members host at their place of employment or local businesses.  
 Chartered: 1961 - The Wausau Chapter will celebrate it's **50th Anniversary** in 2011.  
 # Members: 60 as of July 1, 2010  
 Chapter Website: [Home - Wausau Chapter - Wausau, WI](#)



## OFFICER SPOTLIGHT - PRESIDENT-ELECT/VICE PRESIDENT

**What skills can you develop by serving as your Chapter or Division President-Elect or Vice President?**  
 Team Building, Leading, Strategic Planning, Guidance, Conflict Resolution, Negotiations, Project Management, Meeting Facilitation, Time Management, Parliamentary Processes, Networking, Policy Administration.



**Julie Thomas, CPS/CAP - Madison Chapter** - Serving as President-Elect of the WI Division was a very valuable experience. I was able to participate in some of the decision making process that the president goes through, I coordinated the logistics of the Fall Education Conference and prepared a one hour presentation to give at the WI Division Annual Meeting. I met more of our WI Division members at chapter and division events. Throughout the year I gathered information and planned for "my" year as division president. I gained another IAAP mentor. I attended the Incoming Division Presidents Conference (IDPC) which offers concentrated training on leadership as well as IAAP structure and policies. At IDPC I met most of the other 34 incoming division presidents and made more IAAP connections that were recently renewed at EFAM. My year as division president-elect provided fantastic on the job training and networking that will serve me well in any professional position that I may hold in the future. Julie Thomas, CPS/CAP, 2009-2010 WI Division President-Elect.



**Nancy McCulley - Madison Chapter** - "Serving as Vice President was an opportunity to be mentored informally. I learned to watch, listen and keep the best interests of the chapter foremost in mind. These were skills I needed to practice. They also transfer to my day-to-day job requirements of working with both public information and sensitive confidential data."

## IMPORTANT DATES TO REMEMBER

**IAAP Fall Conference**  
October 17-20, 2010  
Hilton Seelbach Hotel  
Louisville, KY  
[IAAP Fall Conference](#)

**CPS/CAP Certification Exams**  
November 5-6, 2010  
<http://www.iaap-hq.org/provdev/certification/index.html>  
Registration Deadline For May, 2011 CPS/CAP  
Certification Exams  
February 15, 2011

**IAAP Spring Conference**  
March 6-9, 2011  
Hyatt Regency Hotel  
Tampa, FL

**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 Educational Forum & Annual Meeting (EFAM)

July 24-27, 2011  
Montreal Convention Center  
Montreal, Canada

*"There are two ways to succeed - the first  
time, or again."*

***Vernice Armour, FlyGirl***

***EFAM Keynote Speaker***



CONGRATULATIONS TO ALL THE PARENTS  
WHO MADE IT THROUGH THE SUMMER  
NOW THAT THE KIDS ARE BACK IN  
SCHOOL!!!!

## Skills For Admins To Hone In 2011 And Beyond

### By Susan Fenner PhD, IAAP Staff



In the old days, admins could proudly list the following in their job descriptions and resumes: typing, filing, scheduling, making travel arrangements, answering the phone, greeting visitors, taking dictation, transcribing, and proofing. Oh how the times have changed! With all the new technologies available to admins and their execs, the skills coveted by employers today look something more like this.

Rate yourself on how well you are prepared for 2011 and beyond.

\* Virtual meetings — finding a provider; learning the process; setting up the meeting; troubleshooting technology glitches; preparing webinars; training presenters; developing slides that include live screen shots and digital images produced especially for the meeting.

\* Software applications — finding the right applications for specific tasks; learning them using online tutorials; creating user “manuals” with directions, shortcuts, and samples; training others to use the software and troubleshooting problems; answering questions on the fly.

\* Information retrieval — continually finding new ways to store and retrieve information in multi-media formats (conference calls, videotaped meetings/presentations, DVDs, webinars, text messages, reports, web sites, etc.) using new conceptual ways, such as particular topics, financial forecasts, group discussions, geographical locations, and more.

\* Information sharing — preparing information for the web site and intranets in abbreviated versions and with visual elements, that may include real-time videos and demos; tracking and using Twitter, Facebook, LinkedIn and other social media to promote services/products/the company's brand and get consumer feedback; preparing e-surveys for client input and holding virtual focus groups; collecting data from various online sources, interpreting, and displaying it for manager reference.

\* Updating corporate documents and procedures on the company intranet — setting up automatic links for alerts or changes in regulations; updating information in real time; creating and managing knowledge transfer systems so corporate experience and know-how isn't lost with staff changes; creating and maintaining online resource/reference libraries of links, documents, manuals, articles, experts, and so on.

\* Developing a network of resources — devising an online network of people and resources for joint projects, virtual contract workers, experts in various fields, how-to and help sources, online information resources, research data, and to receive real-time notifications of important events/information/releases, and so on.

\* Creating tracking systems — for vast amounts of information and data that can be sorted in many different ways for many different purposes, going far beyond the usual spreadsheet.

These are just some of the new skills admins are being asked to use on the job. These responsibilities require more technological expertise, the ability to look at information, data, and resources in a more interconnected and conceptual way, and the know-how to create innovative and practical solutions specific to company needs. If you don't have these skills now, make it a goal to get them in the near future.

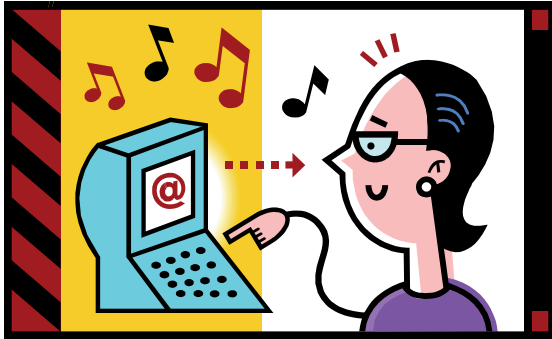
**DON'T FORGET!!!!**

**Wisconsin Division is now on  
Facebook!**

**Check us out at this link**

<http://www.facebook.com/pages/IAAP-Wisconsin-Division/101691239884267?v=wall>

### 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)



<http://www.allthingsadmin.com/products.htm>



Gini Courter and Annette Marquis know and have taught all there is to know about Microsoft programs.

<http://www.triadconsulting.com/Writing.htm>

## IAAP - Wisconsin Division

**Newsletter Editor - Suzy Borchers**

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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