

Officer's Message

Dear Wisconsin Division Members:

Happy Administrative Professionals Week!

I do hope the executives and teams you support show their appreciation for all you do throughout the year. More importantly, I hope you have the opportunity to celebrate your accomplishments, your professional development, and the personal goals you have achieved.

We all know that in today's fast-changing world we can't just sit back and rest on our laurels. Instead, we need to identify the knowledge and skills required for the jobs of tomorrow and be proactive in acquiring them. No one else is going to manage our careers for us. If no one will send us to training, we may need to send ourselves. IAAP events offer a great opportunity to grow in our careers.

Our chapters have been working hard to plan some fantastic events this year with excellent speakers. I hope you either have been or will be able to take advantage of them. DMALs, check the website of a chapter near you to network and participate in an APW event.

Our association has received some remarkable publicity this year. Ann Dahlke, CPS, Wausau Chapter Vice President, was interviewed on two separate TV shows during the first week of April. Cynthia Welch, CPS, member of the Chippewa Valley Chapter also appeared on a local TV station. Amanda Hyland, a member of the Greater Green Bay Chapter board, secured an interview with *Women* magazine. Members from both the GGB and Fox Cities chapters were included in a photo shoot and interviews. The April issue will be available next week. Kudos to all of you for heightening awareness of our profession and of IAAP .

Enjoy APW, and I hope to see you at the Wisconsin Division Annual Meeting in May.

Patricia Falkenhagen, CPS
Wisconsin Division President

Important Dates to Remember:

Wisconsin Division Annual Meeting (WDAM)
REGISTRATION NOW OPEN

May 14-15, 2010
Bridgewood Resort Hotel
Neenah, WI

International Educational Forum and Annual Meeting (EFAM)

July 18-21, 2010
Hynes Convention Center
Boston, MA

IAAP's MISSION

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

Pathways to Excellence

**Member of Excellence
Criteria #8**

Submitted by: Kathleen Princeton, CAP

Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education, and Membership Committees; and, submit new officers and chairmen listing to HQ by the July 1st deadline.

Pathways to Excellence acknowledges the importance of leadership development and leadership succession planning to the viability of a chapter and a division. To maintain its charter, a chapter must have a president and a treasurer. Typically, other chapter officer positions are: President-Elect, Vice President, and Secretary or Corresponding Secretary and Recording Secretary.

The Bylaws, Certification, Education, and Membership committees are critical components to a chapter's success. If not named as Standing Committees in your chapter's bylaws, you may wish to consider amending your bylaws to list them. IAAP emphasizes the importance of our personal and professional development by including these committees in the Pathways to Excellence program.

IAAP's fiscal year runs from July 1st through June 30th. Meeting a July 1st deadline to have its leadership team in place, positions the chapter for a great start to another successful year.



**2009-2010
Board of Directors**

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Visit us on the web:

www.iaapwisconsin.com

DIVISION CANDIDATES NEEDED!

The Wisconsin Division is currently in need of candidates for both **TREASURER** and **VICE PRESIDENT**.

While a vice president is definitely needed for proper succession planning, we absolutely **MUST** have a candidate for treasurer in order for the division to continue. If we do not have a president and a treasurer, the division will be forced to disband at the end of June.

Please give serious consideration to stepping up to these roles.

Contact Suzy Borchers, Nominations Chair for more information.

Suzy.borchers@pplusic.com

Pathways to Excellence

Chapter of Excellence

Criteria #10

Submitted by: Kathleen Princeton, CAP

Send a delegate to the division annual meeting, and send a delegate or submit a proxy to the International Convention and Education Forum.

A **delegate** is a person who speaks or acts on behalf of the chapter at a meeting or conference. Generally, delegates receive and carry out instructions from the group that sends them, and delegates are not expected to act independently. Most chapter bylaws state the chapter president serves as the chapter delegate for the Wisconsin Division Annual Meeting and/or the incoming chapter president serves as the chapter delegate for IAAP's Annual Meeting.

A delegate must be voted on by the chapter and sent to the meeting instructed or informed/not instructed. If a delegate is sent instructed, he/she may vote only as he/she was instructed. If during the meeting new information is received, he/she may not use their own judgment and vote other than as instructed.

(Example, Delegate A is instructed to vote for Kathi Princeton for Division Goddess and Kathi withdraws from the election. While there may be other equally qualified candidates for the position, the Delegate may not vote for any of them. And, in effect, the chapter has "no voice" in the election.)



Delegates for the International Association of Administrative Professionals Annual Meeting.

As excerpted from International Bylaws...

To be accredited, a chapter delegate shall have submitted credentials to headquarters at least 20 calendar days prior to the official start of the annual meeting or conference. If a delegate is unable to attend or remain at the annual meeting, the properly accredited alternate may be upgraded to delegate status by presenting on-site registration officials with written notification of the delegate's registration cancellation or withdrawal and a completed on-site change form. These documents will be processed through the credentials committee for approval.

Proxy – for those chapters who do not have a delegate in attendance

1. A proxy may be granted.
2. Proxy voting shall be limited to the election of international officers and trustees.
3. A written proxy authorized by a chapter and executed by its president and treasurer must be received by headquarters 20 calendar days prior to the official start of the annual meeting.

In an emergency situation causing a chapter delegate, who does not have an alternate, to leave the annual meeting prior to election, a written proxy may be authorized by either the appropriate division president or district director, and officially executed through the credentials committee.

Registration materials for the 2010 International Education Forum and Annual Meeting are now available. Delegate or Alternate Credentials are included on the registration form (page 42 of the EFAM booklet). **Please note the Credentials must be received by HQ no later than June 28, 2010.** Registered Delegates and/or Alternates must check-in at the conference center no later than 7:00 p.m. on Sunday, July 18, 2010. Credentials check-in closes at that time and will **not** reopen.

Are You Smarter Than a CPS? (Answers can be found on Page 6)

Submitted by: Merry Bachim

Management

1. When an employee follows a directive because he or she is concerned about being fired, the employee is responding to the leader's
 - A. referent power
 - B. expert power
 - C. coercive power
 - D. reward power

2. Maslow identified the highest-level human need as
 - A. esteem
 - B. social
 - C. security
 - D. self-actualization

3. The concept that states that revenues should be reported when earned and expenses should be reported when incurred is the
 - A. profit concept
 - B. cash concept
 - C. accrual concept
 - D. income concept

4. Which one of the following is determined by the quantity of goods and services that a given amount of money will purchase?
 - A. Standard of value
 - B. Medium of exchange
 - C. Function of money
 - D. Value of money

5. Mary has been required to work overtime three weeks in a row without compensation. If Mary meets the legal requirements of overtime pay, the company has violated the
 - A. Fair Labor Standards Act
 - B. Civil Rights Act
 - C. Equal Pay Act
 - D. National Labor Relations Act

Office Systems and Technology

1. What two design principles tie together the visual units in a document?
 - A. Alignment and contrast
 - B. Alignment and repetition
 - C. Contrast and proximity
 - D. Proximity and repetition

2. A small decorative stroke added to the end of the letter's main stroke is called a/an
 - A. em dash
 - B. font
 - C. sans serif
 - D. serif

(Continued on page 5)

(Continued from page 4)

3. Which type of database is common for a client/server network?
 - A. Centralized database
 - B. Hierarchical database
 - C. Network database
 - D. Object-oriented database
4. An example of a common worksheet business function is
 - A. =B32/A5
 - B. (C6*O3+C6)
 - C. =PMT(B23/12,B2,-B1)
 - D. ('Total Sold'!C8)
5. Studies on the musculoskeletal effort of human beings is known as
 - A. anthropometry
 - B. biomechanics
 - C. ergonomics
 - D. psychological

Office Administration

1. Which one of the following would be considered a problem with an existing records system?
 - A. Tracing the use of specific records throughout the organization
 - B. Lack of a tracking system for documents that have been removed from the files
 - C. A relatively small number of records to be maintained
 - D. The number of records personnel needed to maintain the organization's records
2. One rule of caution you should follow in using a personal password is to
 - A. record the password in an easy-to-access location
 - B. change your password often
 - C. inform a close coworker of your password
 - D. assign a string of characters as a user identification code
3. The listener's ability to understand the message is affected most by
 - A. nonverbal messages sent by the listener to the speaker
 - B. the speaker's ability to clearly enunciate words
 - C. the attention being paid by the speaker
 - D. the development of the message to be sent
4. Nonverbal behavior observed when communicating with someone from another culture indicates
 - A. clear understanding of the verbal message being conveyed
 - B. the way space is perceived by that person
 - C. physical gestures that are universally understood in different cultures
 - D. the nonjudgmental nature of a response
5. A comma-splice sentence consists of two independent clauses
 - A. with no punctuation between the clauses
 - B. joined by a comma
 - C. joined by a conjunction
 - D. joined by a conjunctive adverb

Answers to - Are You Smarter than a CPS? From Page 4 & 5

<u>Management</u>	<u>Office Systems and Technology</u>	<u>Office Administration</u>
1. C	1. B	1. B
2. D	2. D	2. B
3. C	3. A	3. B
4. D	4. C	4. B
5. A	5. B	5. B

Chapter Presidents, looking for recognition items?



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Win with Trivia!

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

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

1. Wisconsin's first newspaper was published in 1833 in what city?
2. According to Forbes 400, what city is home to Wisconsin's richest person and who is that person?

Congratulations to our March trivia winner, T.J. Britton of the Downtown Milwaukee Chapter!

Thank you to everyone who participated in our newsletter trivia this year. All of your names will be entered into a drawing in Neenah next month. Good luck to everyone!

How to Seamlessly Transition Between Home and Work

When we move from home to work or from work to home, we shift gears—but not always easily and not always well. There are times, for example, when you have to get right to work on a tough project, yet you just can't seem to focus. Other times, you may get home from work feeling stressed—and yell at your kids because they are hungry. We have to take steps to help make these transitions smoother, and the very first step is to acknowledge that we need a transition time!

Let's start with the a.m. transition to work. In the morning, many things are set—you get up, get dressed, hug the kids, make breakfast. This is an easier "gear shift" than the evening transition. Here are ways to help prepare in the morning:

- Go through your closet and get rid of the clutter. Throw out what you don't need, so that when you get up in the morning, you have simple choices to make.
- Actually get up when alarm goes off—don't hit the snooze button, because going back to sleep is a total waste of time!
- Make dinner preparations—put dinner in the fridge so that it can be micro-waved when you return home. That way, you'll be less stressed during your p.m. transition. (As your kids get older, divide some of the morning responsibilities, with everyone taking a different chore. On different days of the week, a different family member can be responsible for dinner.)
- Plan your evening and your bed time. Eight hours of sleep is essential to feel rested and beat a bad mood.
- Give yourself five positive, really strong reasons to get up in morning—five things that you know are going to go great that day. This will help you put yourself in positive psychological place for the day.



Going from work to home is a far harder transition; because you need to shift your gears and you are tired from a long day. Here are ways to help transition from work to home:

- Don't go home right away, not until you're mentally ready to be there. Take a mental or physical break—up to an hour if necessary. Sitting in your car for five minutes before coming in will also help.
- Don't bring technology to a family dinner (or a holiday celebration). When you're having dinner and the kids are on their laptops and phones, or you're talking to the office, you're not doing anything well. We need to learn how to use technology appropriately and when to put it away. You have a cell phone, but you also have choices.
- Acknowledge that the work day is over and that a new "home phase" has to begin. Understand that you are going from "Place A" to "Place B." See yourself crossing a bridge—even if you work at home. In that case, you might drive around at the end of your work day and come back home. (Of course, if you have small children, sitting in the driveway won't work. The kids will be like, "Dad, Mom's in the driveway and she's not coming in.")

Choose 10 things you can do that don't involve food or finances and that will help you recharge: take a walk, clean. When you feel good as possible, go back to what you were doing.

To successfully move from home to work and back, you must acknowledge that you must make changes in your life. You must stick to schedules and commitments—and you must not make excuses. There is always a solution to a given problem. You've just got to rewire your brain think positively!

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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. Currently 19.8%
#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 December 2009 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	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	In July
#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%	As of Feb. 28, Decrease of 3%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	No chapters lost; 83% retention
#18	Sustain an increase of at least one new IAAP Professional Chapter or one new Student Chapter	Possibility of Student Chapters in Wausau and Chippewa Valley
#19	Establish a division business (strategic) plan; conduct a minimum of one business (strategic) planning session; and conduct a member interest/satisfaction survey	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			660
Chippewa Valley	34	32	31	31	31	33	33	34	34	31			38
Downtown MKE	27	27	29	30	29	30	27	28	27	25			30
Fond du Lac	27	26	26	26	22	33	38	38	36	34			30
Fox Cities	23	23	20	21	21	21	24	24	25	25			26
Greater Green Bay	62	62	58	59	61	62	63	61	61	59			69
Madison	93	97	94	97	100	103	104	103	102	103			104
Metro North MKE	14	14	14	15	15	15	15	15	15	15			16
Mid Lakeshore Area	13	12	9	9	8	8	8	8	7	7			15
Milwaukee	61	56	56	54	54	56	56	56	53	55			68
SE Wisconsin	31	29	29	27	28	38	39	39	39	42			35
SWANI	29	28	27	27	26	26	27	27	28	26			32
Waukesha	48	48	46	46	45	48	47	47	47	45			54
Wausau	71	70	68	70	68	71	65	66	63	63			80
WEA Trust	23	22	21	21	20	21	21	21	16	14			26
DMAL	33	33	28	30	28	29	29	28	28	26			37

"How wonderful it is that nobody need wait a single moment before starting to improve the world."

~ Anne Frank