

Officer's Message

Dear Wisconsin Division Members:

Next month, during the week of April 19-23, we will be celebrating Administrative Professionals Week, with Administrative Professionals Day on April 21. Many chapters in the Wisconsin Division are planning Administrative Professional Events/Seminars to be held in April.

Members of our respective chapters - this is your chance to invest in yourselves for *Professional Development*, and, those who have the CPS, CAP or CPS/CAP status, it is another way to accumulate recertification points and help complete your Member of Excellence chart.

Division Members at Large – attending an APE event is a great time to visit a chapter near you. Who knows? Meeting some of the local chapter members, networking and interacting, you may find you are interested in joining that chapter. I am here to tell you; the rewards are great and you'll never regret joining a chapter.

To find an APE event taking place near you, check out the chapter websites.

<http://www.iaap-wisconsin.org>

Another great event is the Wisconsin Division Annual Meeting (WDAM) held May 14-15, 2010 at the Bridgewood Resort Hotel in Neenah, WI. This meeting is not just for division and chapter officers ; it is for all members. The Annual Meeting is a great way to connect with other chapters, finding out what works for them, gain more recertification points, participate in recognition of milestones achieved, and enjoy the company of fellow administrative assistants.

INVEST IN YOURSELF FOR YOU, FOR YOUR FUTURE!

Lynette Hieronimus CPS
Wisconsin Division Secretary

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 #4

Submitted by: Julie Thomas CPS/CAP

Attend non-IAAP professional educational workshops, seminars and conferences

This is a great way to get a point for P2E while adding to your job specific skill set. You may already be doing this as a regular part of your job. As an example, I've attended the UW Conference for the Office Professional and the NCERP Radiation Oncology Residency Coordinator Workshop in previous years and either of those would count for this point. If you are aware of training that your employer offers that would benefit you, prepare a short request for your attendance and present it to your employer. Even if you don't get to attend a particular training, the request demonstrates your commitment to professional development and perhaps the answer will be yes next time.



To verify attendance, keep copies of certificates of attendance or copies of emails or letters from supervisors or training provider.

Chapter of Excellence Criteria #17

Submitted by: Pat Falkenhagen CPS



Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)

When determining if you have met this criteria, remember to calculate the **net** increase in members, not just the percent of new members who joined during the year. For example, July 1, 2009, your chapter had 52 members. During the year 9 members joined, and 4 did not renew their membership. The net increase is 5 members, or 9.6% of your starting number of 52. A net increase of 7 members would be needed in order to meet the required 12%.

"If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude."

- Colin Powell

2009-2010 Board of Directors

Division President

Pat Falkenhagen CPS
Nsight Telservices
450 Security Boulevard
Green Bay, WI 54313
O: 920-617-7412
F: 920-617-7329
Pat.falkenhagen@nsight.com

Division President-Elect

Julie Thomas CPS/CAP
UW Dept. of Human Oncology
600 Highland Avenue
Room K4/334
Madison, WI 53792-3684
O: 608-263-5009
Thomas@humonc.wisc.edu

Division Vice President

Nancy Arnold CPS/CAP
Madison VA Hospital
2500 Overlook Terrace
Madison, WI 53705
O: 608-280-7092
AlohaNRA@aol.com

Division Secretary

Lynette Hieronimus CPS
County Materials Corporation
205 North Street
Marathon, WI 54448
O: 715-848-1365
F: 715-443-3691
Lynette.hieronimus@
countymaterials.com

Division Treasurer

Kathi Princeton CAP
American Family Insurance
W236 N1402 Busse Road
Waukesha, WI 53188
O: 262-446-6501, Ext. 48528
kprincet@amfam.com

Visit us on the web:

www.iaapwisconsin.com

Your Résumé and Beyond

By Jane Boucher

Firing? Downsizing? Company going out of business? Whatever they're calling it...you, too, may find yourself pulling your résumé out of hiding and buying a roll of first class stamps. Before you begin printing, folding, stuffing and stamping, think about some options. If you want to stress many different skills, don't depend on one résumé to do the trick. Create several different versions of your résumé. Take the time to emphasize one area in your former position. In other words, if in a particular area you excelled, highlight those duties and accomplishments.

Treat your résumé as your ambassador. Your résumé will speak for you. Make it reader-friendly and full of your positive accomplishments. Like an ambassador, it deserves dignity, not desperation; don't send it all over town to places and people you really don't have an interest in.

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Try sending your résumé to a few, select employers who are not advertising for a job opening. Carefully choose a few companies that may have been the competition in your former job. Hopefully, they will admire your work by reputation and they might be flattered that you thought of them. If they don't have an opening at the moment, this will inspire them to think of you in the future.

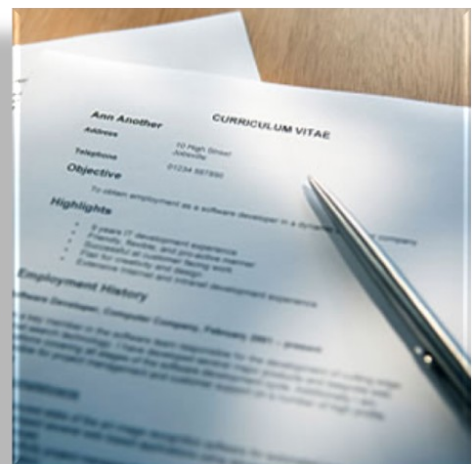
Always write a strong cover letter. This part of your résumé "packet" could be more important than your résumé. It is an opportunity to explain more in depth how your skills and accomplishments can translate into the applied-for position. Make sure to show your enthusiasm in the cover letter.

Are you willing to relocate? Now may be the time to seek employment in another area of the country...or the world! This will open a lot more doors and will make you much more employable.

Think about new possibilities. If you have sent your résumé to many organizations and have received no response, it is time to consider another direction. Try applying for a different field that could use your skills.

Networking and contacts. Ask your friends and family if they know about any job openings. Do they know of any upcoming opportunities? Get in touch with old colleagues again. You can reconnect and ask for their advice. If your college professors remember you, call them too. They may be able to assist you. Professors often have contacts in the business community.

Is it time for a career change? Your job loss might be an opportunity to pursue another career. There are many self-test books on the market that can help you determine your other career skills. A career counselor can also help you with options. Talk to people who have changed their careers. Discover if your skills would fit well into a new field. If you can afford to take some exploratory courses, do so. Even if you are already qualified, more training can help polish your skills and help get you involved in a new career. You might find a job lead from a class instructor. Consider your job transition time as an impetus for the next positive chapter in your life.



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.

The Most Important Questions to Ask Before Writing a Performance Self-Appraisal

Writing a performance self-appraisal can feel extremely daunting. Yet with some advance planning, you can turn this task from a dreaded, time-consuming chore into a process that is not only painless, but also highly rewarding. Here are the most vital questions to ask yourself that will help you to create a realistic portrait of your strengths, areas for improvement, and ideas for how to grow and flourish in your job. Think about each question and jot down your answers, which can become the basis for your appraisal.

Overview

- What are the most important talents you bring to your job?
- What do you like best about your job? Least?
- What tasks and projects most stress you out? What tasks and projects do you receive compliments on?
- What did last year's review conclude about your job performance? Refresh your memory by digging it out and looking it over.

Has your job changed since your last appraisal? If so, write down your new areas of responsibility, amount of time spent on each and reasons for success—or failure, if that is the case.

Successes

How well did you meet last year's goals? Write down examples.

What were your major/new accomplishments during the past year? Write them down. Be comprehensive, but don't pad your list with relatively unimportant tasks.

- Are there areas that were pegged as growth opportunities where you feel you excelled? If so, explain how and why you succeeded.
- Were there any projects you successfully completed that your manager wasn't directly involved in? Make sure you bring them to his/her attention during your review.



What steps have you taken since last year's review to prepare yourself for greater responsibility?

- If you did take on significant added responsibility over the past year, do you think your job description—and perhaps your job title and pay grade—should be changed to reflect your new duties? Cite specific reasons to bolster your argument.

Areas for development and growth

- Were there aspects of your work where you did not do as well as you expected last year? Give examples, think about why, and write down ways you might go about improving future performance.
- Are there other facets of your work where you believe there is room for improvement? If so, how do you intend to address them?

Do you feel that your capabilities are being fully used in your current job? If not, what can you suggest so that they may be more fully used?

Are there changes you'd like to make in your job that would increase your satisfaction?

(Continued on page 5)

(Continued from page 4)

- What new goals/standards should be established for the next appraisal period? What goals/standards should be modified or removed?

What steps do you think will be necessary to achieve these goals?

Professional development

Do you feel you need help meeting or maintaining your job requirements? If so, what specific training would be most helpful?

Are there any professional organizations you would like to join?

Professional meetings or conferences that would benefit you?

What about subscriptions to professional magazines and journals?

Thinking about these questions and their answers should help you write this year's self-assessment and ultimately help your boss help you to do your job better.

This article was reprinted with the permission of the American Society of Administrative Professionals (ASAP), a free online professional development and training resource for Administrative Professionals. For more information about ASAP, or to join for free, go to www.asaporg.com

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. According to the Guinness Book of World Records, what Wisconsin city hosts the largest music festival in the world?
2. Name the two U.S. cities that dye one of their rivers green to celebrate St. Patrick's Day?
3. What is the theme of the IAAP Spring Conference being held this month in Reno, Nevada?



Congratulations to our January trivia winner, Mary Schulz from the Waukesha Chapter and February trivia winner Laurie Neubauer also from the Waukesha Chapter!

Fun Facts about St. Patrick's Day

Did you know:

- ◆ St. Patrick was actually of Scottish descent, not Irish, and contrary to popular folklore he never chased any snakes out of Ireland.
- ◆ Green is associated with St. Patrick's Day because it is the color of Spring.
- ◆ The shamrock is the traditional symbol because St. Patrick used it to explain the connection between the father, the son, and the holy spirit in the Christian religion.
- ◆ The city with the largest population of Americans of Irish descent is Boston (23%).
- ◆ On average, every American consumes 22 gallons of beer per year.
- ◆ It is considered lucky to find a four leaf clover on St. Patrick's Day.
- ◆ Corned beef is strictly an American invention, the Irish don't actually eat it to celebrate the day.
- ◆ St. Patrick's isn't a big drinking holiday in Ireland. In fact, many of the local pubs are closed for the day.
- ◆ Leprechauns are the official shoe makers of the fairy kingdom.
- ◆ Shamrocks are the national flower of Ireland and are picked on St. Patrick's Day and worn on the shoulder.
- ◆ 34.5 million U.S residents claim Irish ancestry, that is 9 times the current population of Ireland.
- ◆ Over 8 million St. Patrick's Day cards are exchanged in America making today the ninth-largest card selling occasion in the US.
- ◆ Over 94 million people plan to wear green on St. Patrick's Day.



Chapter Presidents, looking for recognition items?



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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 19.5%
#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	In April
#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	Yes
#16	Sustain a net increase in membership of 8%	As of Feb. 28, Decrease of 1%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	No chapters lost; 89% 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	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				660
Chippewa Valley	34	32	31	31	31	33	33	34	34				38
Downtown MKE	27	27	29	30	29	30	27	28	27				30
Fond du Lac	27	26	26	26	22	33	38	38	36				30
Fox Cities	23	23	20	21	21	21	24	24	25				26
Greater Green Bay	62	62	58	59	61	62	63	61	61				69
Madison	93	97	94	97	100	103	104	103	102				104
Metro North MKE	14	14	14	15	15	15	15	15	15				16
Mid Lakeshore Area	13	12	9	9	8	8	8	8	7				15
Milwaukee	61	56	56	54	54	56	56	56	53				68
SE Wisconsin	31	29	29	27	28	38	39	39	39				35
SWANI	29	28	27	27	26	26	27	27	28				32
Waukesha	48	48	46	46	45	48	47	47	47				54
Wausau	71	70	68	70	68	71	65	66	63				80
WEA Trust	23	22	21	21	20	21	21	21	16				26
DMAL	33	33	28	30	28	29	29	28	28				37



"As you go along in your road in life, you will, if you aim high enough, also meet resistance... but no matter how tough the opposition may seem, have courage still - and persevere." -

-Madeleine Albright, former U.S. Secretary of State