

Officer's Message

Dear Wisconsin Division Members:

I just returned from the Division Annual Meeting held this past weekend in Neenah. What a fantastic weekend it was! I started attending annual meetings 10 years ago, the year I joined IAAP, because I wanted to make the most of my membership. I have always felt energized by the events of the meeting, and this year was no exception.

Sixty-five of our members registered for this educational/networking/fun event. We began the weekend on Friday morning with International Secretary Janine Riemersma, CPS/CAP, presenting a session on becoming the person everyone will want on their team. Having been the kid who was always picked last when teams were chosen on the playground, I found her insights very valuable. (Fortunately, the criteria is no longer how well I swing the bat.)

Julie Kowalski, our second presenter of the day, gave us great ideas for switching our thinking, changing our path by changing the questions we ask. She showed us how to think productively and choose wisely rather than simply reacting.

Friday evening the weather cooperated, and we were able to take advantage of the brand new mini golf course on the hotel property. Thanks to "Our Little Secret" Catering for sponsoring our tournament.

Saturday morning, we conducted the business of the division which included electing the 2010-11 officers, approving bylaw amendments, committee reports, an international update from Janine Riemersma, CPS/CAP, and a presentation on the Retirement Trust Foundation from Kelly Reggio, CAP, Vice Chairman of the Trust. At Saturday's luncheon we recognized members celebrating significant anniversary dates, earning or recertifying CPS/CAP designations, and serving the division during the past year.

President Elect Julie Thomas, CPS/CAP, presented information on how to set yourself apart as a professional in her afternoon session, *Are You Ready to Go Pro?*

Important Dates to Remember:

International Educational Forum and Annual Meeting (EFAM)

July 18-21, 2010

Hynes Convention Center
Boston, MA

Registration Now Open

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

Wisconsin Division Fall Education Conference

October 22-23, 2010

Heidel House Resort
Green Lake, WI

Registration Materials Available in
September

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IAAP's MISSION

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

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The 2010-11 theme is Passion and Purpose. Following the installation of the 2010-11 officers Julie described her plan for engaging our members through communication and encouragement and benefitting them through education, leadership opportunities, and networking opportunities. She invited us all to share our passion and discover our purpose.

Keynote speaker Jason Seiden, sponsored by Nsight Telservices, ended the event with his presentation on Magic Moments, looking at ways in which people “get it wrong” along with tips for getting it right. Jason kindly provided each attendee with a copy of his book, *How to Self-Destruct, Making the Least of What’s Left of Your Career*. As reviewer Ann Belser of the Pittsburgh Post-Gazette said, “When reading the book there is that moment, after pages and pages of laughing at the stupid things other people do in their careers, when the reader hits the prescient passage. It is that moment when you look up from the pages and say, ‘Hey, how does this guy know me?’ ”

Throughout the weekend I witnessed several of our members learning from one another, both during the formal presentations and during informal conversations. What we learn from one another in our profession is one of the great things about belonging to IAAP. We network at our chapter events, but expanding that network at division and international events is invaluable.

My thanks to all who helped to make this annual meeting and the 2009-10 year a success, especially the chapter presidents, committee chairs, and the division board.

Warm Regards,

Pat Falkenhagen CPS
Wisconsin Division President



**2010-11 Wisconsin Division Board of Directors
(Term begins July 1, 2010)**

Julie Thomas, CPS/CAP, President
Nancy Arnold, CPS/CAP, President Elect
Kathi Princeton, CAP, Vice President
Lyn Hieronimus, CPS, Secretary
Irene Scallon, CPS, Treasurer



**2009-2010
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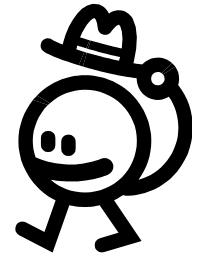
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www.iaapwisconsin.com

Certification—Now is the Time to Get Started

By: Merry Bachim

First of all, I want to give kudos to those members who took the CPS or CAP exams in May. You should be very proud of yourself for making the commitment to sit for the exam. You set a major goal for yourself, and you saw it through. My hat's off to you!



The Madison APW seminar speaker spent some time talking about time management. For us procrastinators (I admit I am one), he suggested we don't think about "getting it done." Instead, just work on "getting it started." His theory is AMA—action gets motivation which gets more action. Getting started is a lot less daunting than getting it done. Just picture what actions you need to do to get it started and then do it.

To help you "get it started" to become certified, I've provided some steps for you to follow. These steps will start you on a track to accomplish a significant career goal and to grow your career in many ways:

1. Educate yourself about the CPS and CAP. Go to www.iaap-hq.org and click on Professional Development from the options bar, choose Certifications from the list on the left, and then choose Exams. Review the *Certification Review Guide* to learn everything you need to know about the exams.
2. Choose the review materials you want to use and place your order. When you receive them, look through them to get a better idea of what you need to know before you take the exam. You will get a better idea of how much time you will need to study. I recently facilitated a study group in Madison. We met for 13 weeks and reviewed three or four chapters each week. In hindsight, this schedule was probably too aggressive. I suggest allowing yourself more time and spending the last few weeks re-reviewing each book.
3. Ask other members or administrative professionals that you know to see if they are interested in taking the exam. Put together a study group if possible and start studying. I suggest creating a study schedule to help you stay on task. If you can't find someone in your area to study with, connect with members online who are studying. Having someone, or a group, to discuss what you're studying will be very helpful.
4. Go to www.iaap-hq.org, click on Professional Development, and then select Certifications/Exams to find the *Certification Application Packet*. You must complete the application, and your employer must also complete a form. Send your completed application to headquarters by August 15 for the November exam and by February 15 for the May exam.

Steps to Certification:

1. Educate yourself about the CPS/CAP
2. Review study materials and determine amount of time needed to study
3. Consider a study group with other admins that are taking the exam
4. Go to www.iaap-hq.org to complete application by deadline - August 15 for November exam & February 15 for May exam

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

Five Tips for Training an Employee on the Job

Although the words "Training Specialist" are not in your job title, chances are that sooner or later you'll be expected to train another employee in some aspect of your work. Here are 5 proven tips to make you a top-notch on-the-job trainer, and to boost the likelihood that your learner ends up knowledgeable and competent.

Look before you leap.

Before you dive in to your training task, take a moment to plan.

First, think about the end result you want the training to achieve. State this objective simply, in one sentence, such as, "After training, Jennifer will be able to independently produce the monthly report."

Then, pause for a reality check. Is your training goal truly achievable? Remember, both you and your learner have other job responsibilities and will be challenged to sandwich training into a demanding workday. Also, you can't instantly cram years of know-how into a new employee, no matter how motivated you both may be. If necessary, adjust your training objective to one you can successfully address.

Start with the big picture.

Tell your learner what the training will accomplish. Communicating your training objective gives both you and your employee a shared goal.

Then, before you begin actual instruction, provide a brief overview to help the learner understand what's behind the training.

Let's say you're going to train an employee to complete a key report. To convey the big picture, you might explain the overall purpose of the report, where the data comes from, who receives the report, how the data is used by recipients, why the data is important, and how report delays or inaccuracies could impact the organization.

If possible, connect your overview to something the employee already understands. For example, the employee may already be familiar with a related report, or with the database used. By providing a familiar starting point, you'll help the employee absorb new information with more confidence.

Go step by step.

Despite your training zeal, don't throw too much at the employee all at once. Instead, break down training into smaller steps.

Use the steps of the work process to organize your training. For example, if you're training on how to plan a meeting, steps might include scheduling the meeting, reserving a facility, confirming attendance, developing an agenda, and so on. The step-by-step approach makes it easier for you to explain what's most important—and for your learner to remember key tasks. For best results:

- Demonstrate each step while your learner observes you.
- Ask your learner to practice the step while you help as necessary.
- Provide specific feedback.
- Ask the learner to carry out the step independently, without your help. Observe.
- When you see that the learner can complete the step satisfactorily, summarize and move on to the next step.



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To monitor progress, look back at your training objective. You'll know you've achieved your goal when your learner performs as required.

Encourage "dumb" questions.

Training isn't just telling—it's also listening. Encourage your learner to ask "dumb questions," and check back frequently to see if you're being understood. It's especially important to keep the dialogue going if you are the employee's direct supervisor or if the employee is new. In either case, your learner may be hesitant to admit that he or she doesn't understand.

With your expert knowledge of the job, it's also easy to forget that your learner doesn't have the background and experience that you do. So, make a special effort to clarify buzzwords and explain acronyms.

Share your secrets.

You are a rich source of expertise. By sharing practical insights you've gathered on the job, you'll set your learner on the fast track.



As you explain the work, highlight common pitfalls to avoid. Point out shortcuts and helpful hints you've picked up along the way. Go beyond official procedures to shed light on how things "really work" in your organization. For example, when you need quick information from Accounting, is it more efficient to go to Jason or to Heather? Or, is it better to leave a voice message or an email if you want to get a fast response from the VP?

Recommend additional resources to hone skills. Point out helpful manuals, books, and on-line guides your learner can review as needed.

By following these guidelines, you'll approach employee training with forethought and focus. You'll get employees up to speed more quickly, and, in return, be able to offload some of your more routine work.

You'll also boost your workplace reputation. You'll develop a "fan club" of grateful employees who respect your expertise. And, you'll be seen as a leader who can adeptly develop others and is ready for higher stake assignments.

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"Good leaders make people feel that they're at the very heart of things, not at the periphery. Everyone feels that he or she makes a difference to the success of the organization. When that happens people feel centered and that gives their work meaning."

--Warren G. Bennis

Eight Competencies to Develop Now to Maximize Your Leadership Success

By: Regina Barr

Seventy-eight million boomer retirements will create a gap or void in leadership in the next 5-10 years. Some of you or the leaders in your company might be saying, "Oh my!" What do I say? "Woo hoo!"

From my perspective, women now have an amazing opportunity to stand tall and take charge - literally! And, while the recession may have delayed the impact of retirees it certainly has not eliminated the pending leadership gap. Although many companies have tabled this issue due to more urgent economic issues, it's an issue that most organizations will be grappling with in due time.

So what can you do to put yourself in the path of the opportunities that may be coming your way? Here are the key competencies that have been ranked most critical for leaders in the coming years.

1. **Communication.** We all think we're experts here but if the studies are right, then business professionals need a lot of work in this arena. Communication is your ability to express yourself clearly and to listen to others effectively. And, the studies are showing that this is a critical problem particularly with higher work loads and more electronic communication. Remember, it's all about building relationships to get the job done. The key to communication? Listen, listen, listen!
2. **Problem solving & decision making.** This is your ability to analyze a situation, identify alternative solutions and make appropriate decisions. Now, if decisions that some of the "too big too fail" companies made are any indication of what's going on in companies today, then this competency obviously needs some work on everyone's part. And for women, there's always the issue that studies show that our collaborative, relational approach to problem solving and decision making can make us appear indecisive and unsure of ourselves. So, it's up to us to develop this competency and change those perceptions.
3. **Personal integrity.** Sounds like a no-brainer, doesn't it? Yet you'd be surprised at how many do not operate with personal integrity. What's this? It's your ability to gain the trust and confidence of others by interacting in a fair and honest manner. If you're not sure how important this one might be, simply look at some of the issues that the U.S. Government is currently facing. Transparency is critical or we may fall victim to erroneous perceptions. Let's not be victims!
4. **Vision.** This one is somewhat overdone and feels almost trite, but your ability to create and describe an ideal state or condition and align others toward its accomplishment is critical to your success as a leader. On the surface it sounds so simple, doesn't it? Think again. It truly is an art to align others behind your vision. Here's something to consider. Inspiration is an external condition and motivation is an internal condition. Your job as a leader is to inspire people so that they become motivated to act. Now think of those individuals you work with who frustrate you and get in the way of accomplishing your goals. Then think about your ability to promote your vision. Now ask yourself, does this competency need work?
5. **Planning & goal setting.** Simply put, this is your ability to plan and organize work, and set realistic, measurable objectives for a work unit or a project. If you hope to be successful, then you need to be

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Key Competencies:

- **Communication**
- **Problem solving & decision making**
- **Personal integrity**
- **Vision**
- **Planning & goal setting**
- **Initiatives & risk taking**
- **Quality results**
- **Team work**

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able to figure out how to get things done and in such a way that you can get and measure the results that are most important to your organization.

6. **Initiative & risk taking.** This is one of my favorites. This is your ability to demonstrate individual drive and accept responsibility for your actions. This is one area that we as women need to do a better job. What do I mean by that, you say? Don't get all bunged up on me. What I mean, specifically, is raising our hands when opportunities present themselves and taking more risks. As women we tend to play it safe and stay way inside the box on the playing field. What we need to do is really stretch ourselves and push the limits and make that box bulge or break.
7. **Quality results.** It's all about the bottom line in most business environments today, isn't it? That's why your ability to produce high quality work consistently over time is critical. With increased demands and more work with fewer resources, this is a challenge for many leaders today and a source of frustration and stress. Remember, delegate tasks whenever possible but keep in mind that it's still your responsibility to make sure that things get done. In addition, don't be a perfectionist all the time. Use "GEPO" when getting things done. Ask yourself, is this good enough (GE)? If it is, then press on (PO)!
8. **Team work.** This is your ability to work effectively with others to achieve a common goal. On the one hand, women are well suited to team work because we tend to bring a more relational style to our work activities. On the other hand, where we sometimes run into challenges is when it comes to delegating work. Doesn't it seem like when someone else drops the ball that we are always the one picking it up? As you climb the corporate ladder your job is to get things done through others. That can be a big change for women who are used to doing it all themselves.

What's the key challenge leader's face when it comes to all of these competencies? You need to be competent in all eight of them, or have a plan to mitigate those areas where you are less competent.

What can you do today to position yourself for future success? Determine where you have strengths and where you have opportunities for improvement. Then pick one and start there. What are you waiting for?

Regina Barr is a former marketing executive. She is the founder and CEO of Red Ladder, Inc. and founder of the *Women at the Top (tm)* Network. As CEO she helps organizations manage transitions, complete major projects, build strong teams and develop leadership talent. She is an executive coach, professional speaker, trainer, writer and media commentator with master's degrees in business administration and human development. For more information, visit www.redladder.com, www.theWATTnetwork.com, or 651-453-1007.
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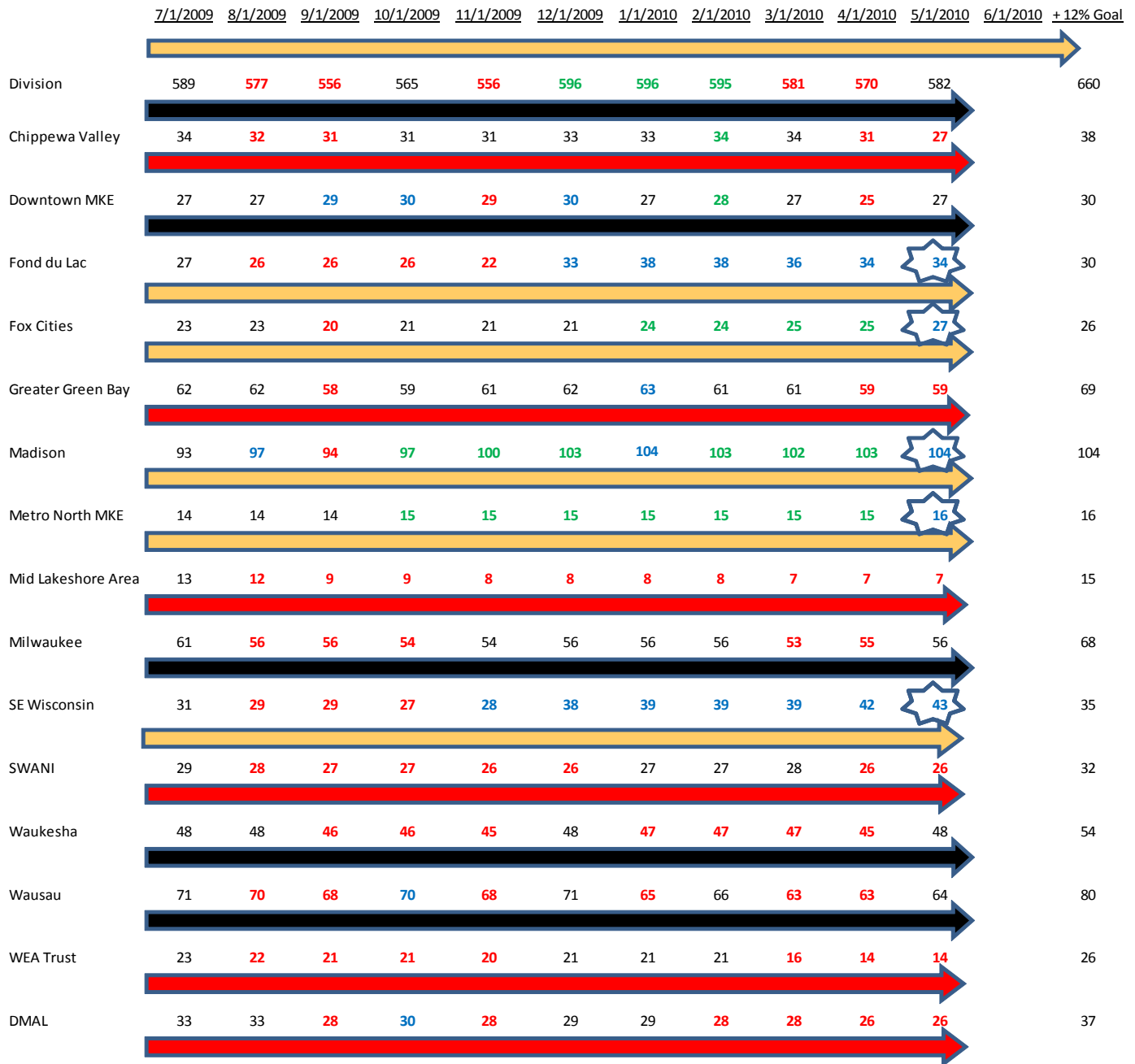
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Division of Excellence Scorecard

#	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	Offered 6.5 points
#3	20% of the members in the division must hold the CPS and/or CAP certification; and the division recognizes new certification holders and those who recertify	Testing in November and May. Currently 19.6%
#4	Sign the online Division of Excellence Commitment agreement	Done
#5	Publish a minimum of four newsletters/enewsletters and participate in the IAAP Web Community	Done (With Oct. newsletter, four had been published)
#6	Provide leadership training for chapter and division leaders which emphasizes the development of a chapter business (strategic) plan and succession planning	Done Training on Strategic Plan completed; Succession Planning completed at FEC
#7	Create and maintain an annual budget; provide a quarterly financial statement to the chapter presidents; and submit the annual audit report to the International Treasurer	<ul style="list-style-type: none"> • Budget completed • Stmt. For Quarter ending March 2010 provided to chapter presidents. • Annual audit report submitted to International Treasurer
#8	Maintain a full slate of division officers (minimum 4 offices); 100% of the chapters must submit their new officers and chair listing to HQ by July 1; and the division must submit their new officers and committee chair listing to HQ by July 1	Missed One Chapter missed the deadline - Information will be verified through records at Headquarters
#9	Maintain chairmen for the Bylaws, Certification, Education, and Membership committees	Done We have appropriate chairs
#10	Division member(s) serve on a international committee or serve on the international board of directors or as an RTF Trustee	Done Wendy Melby CPS/CAP and Mary Ramsay-Drow CPS/CAP serve on International Board
#11	President-Elect attends the Incoming Division Presidents' Conference	Done - Julie Thomas attended
#12	Send a delegate or submit a proxy to the International Convention and Education Forum	Done
#13	Submit a completed application for the Avery Chapter/Division Achievement Awards Program	Done
#14	60% of the chapters submit a completed application for the Avery Chapter/Division Achievement Program	Done 75% of Chapters submitted
#15	90% of the chapters have a minimum of 15 members	No
#16	Sustain a net increase in membership of 8%	As of April 30, Decrease of 1%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	Anticipate three chapters disbanding (21%); 84% retention as of April 30
#18	Sustain an increase of at least one new IAAP Professional Chapter or one new Student Chapter	No
#19	Establish a division business (strategic) plan; conduct a minimum of one business (strategic) planning session; and conduct a member interest/satisfaction survey	Done Plan completed; survey sent out in January.

Pathways to Excellence – Division and Chapter Membership



"I've missed more than 9000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game-winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed."

~ Michael Jordan