

Officer's Message

Dear Wisconsin Division Members:

Happy New Year! It's that wonderful time of year when it seems that everything is possible through resolutions. I don't know about you, but I tend to set some of the same goals every year (get organized at home, improve health, check into going back to school, etc). It occurs to me that perhaps I'm not defining them enough to allow me to achieve them. During the August WI Division leadership training for chapter presidents and vice presidents, Division President Pat Falkenhagen CPS gave a very informative presentation on strategic planning. An important part of the strategic planning process is to set SMART Goals: Specific, Measurable, Achievable, Realistic, Time bound.

This process is as useful for personal goals as it is for chapter goals. When we set vague goals, we lose some of the energy needed to achieve them. Take the three reasons most people join IAAP: networking, education, and leadership development. If I resolve to "do more networking" (or education or leadership) this year and don't define it any more than that, I will be making the same resolutions again next year.

Using the "S" in the SMART method, increasing networking effectiveness might list specifics such as:

- ◆ Set up IAAP web community and Linked In profiles (a lot of same information can be used in both)
- ◆ Introduce yourself to at least one other person at every event that you attend
- ◆ Sit with at least one person you do not know at IAAP or other events
- ◆ Schedule time to look up and connect to people in the IAAP web community or Linked In as soon as possible after obtaining business cards

Furthering your education may contain specifics such as:

- ◆ Set a specific number of IAAP events to attend during the year, eight will qualify you for Member of Excellence, and put all of them on your calendar
- ◆ Identify work-related educational events to attend and request the time and funding
- ◆ Meet with a college advisor to discuss financial aid and advanced placement options
- ◆ Take college courses for a certificate or degree

Important Dates to Remember:

**CPS/CAP Application Deadline
For May Examinations**

February 15, 2010
(note applications must be received by this date, not postmarked)

**IAAP's Professional Education
Conference (PEC)**

March 8-10, 2010
Grand Sierra Resort
Reno, NV

**Wisconsin Division Annual
Meeting (WDAM)**

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

(Continued on page 2)

IAAP's MISSION

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

(Continued from page 1)

Developing leadership skills could include specifics such as:

- ◆ Identify your interests (meeting planning, budgeting, writing, web design, etc.) that would correspond with a chapter/division committee chair or office
- ◆ Identify committee chair or officer positions that could give you practical skills (project management, supervision, budgeting, web design, etc) to use in applying for future employment positions or promotions
- ◆ Gather information about the committee or office, especially from those in the position
- ◆ Talk to your IAAP mentors to receive encouragement needed to take the chance

How will you use IAAP to achieve your goals in 2010?

Julie Thomas CPS/CAP
WI Division President-Elect

"Success is often achieved by those who don't know that failure is inevitable."

- Coco Chanel

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. In the 1950s, a Wisconsin train station became an advertising icon for a national insurance company. Name the city where the train station is located.
2. The first Tournament of Roses Parade was held in what year?

Congratulations to Cherie Heath of the Greater Green Bay Chapter - she was our winner for the November trivia! Her name (and all the others who answered the November trivia) will be entered into the grand prize drawing to be held at the Division Annual Meeting in May. You don't need to be present to win, so join in the fun!

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

Turning Those 2010 Resolutions into Reality

Most of us have half-heartedly made a New Year's resolution and promptly carried on without any change at all. So we tend to scoff at the idea of New Year's resolutions; it's easier not to even give them a thought. There is reason, though, to think again. Some of the most successful people you know or have heard of routinely make resolutions and bring them to fruition, and they use those resolutions as a vehicle for personal and professional growth. Of course, they may not call them "resolutions"; more likely, they call them "goals." Just as there are steps to achieving goals, there are steps to making a resolution come true. Here are some of the tactics that experts tell us increase your chance of success.

- ◆ **Contemplate your purpose.** When you identify a change you'd like to make, spend a little time thinking about what the benefits of the change would be and what the downside is of continuing as you are. Monitor your current behavior and status. Be sure you know "why" this change is important and what it means to you. This kind of reflection helps get you motivated.
- ◆ **Be realistic.** One way to sabotage yourself is to make your goal unattainable.
- ◆ **Make a commitment.** Put your resolution or goal in writing. Without a clear and specific objective your goal is just a dream. Then make a plan. Studies indicate that those who combine commitment and a plan are much more likely to succeed. Your goal must be specific so that you will clearly know when it has been achieved.
- ◆ **Tell others about it.** Involving others raises the bar, and it provides a very important element: a support system.
- ◆ **Track your progress.** Start with small changes. Keep track of each success you make toward reaching your larger goal.
- ◆ **Develop the achiever's mindset.** Achievers believe in their ability to change or to reach their goals. They avoid excuses and wishful thinking and concentrate on results. Make it a point to read something about one super-achiever every month so that you come to think as they do.
- ◆ **See it through.** If your resolution is to start a new habit or break an old one, give yourself 21 days to establish the pattern and six months to imbed the new habit.
- ◆ **Focus on one resolution at a time.** Divide and conquer the activities to achieve your desired results. Break larger tasks into smaller ones—each of these make up your path to achieve your goal.
- ◆ **Be willing to start again.** If you fall behind schedule or are sidetracked, refocus! Don't give up, surrender to temptation or temporary failure. Persist until you achieve the goal.
- ◆ **Reward yourself.** Celebrate your success by treating yourself to something that you enjoy and that reinforces your resolution.



Commonly, people think of resolutions as a way to break bad personal habits, but don't overlook them as a tool for increasing your professional success and accelerating your career. Sessions at the Administrative Professionals Conference 2010 are designed to do just that!

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

Pathways to Excellence

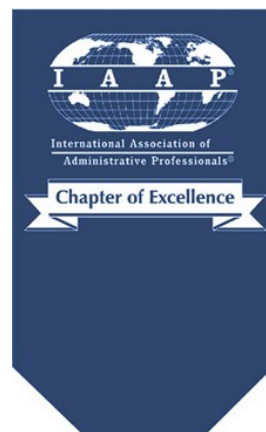


Member of Excellence Criteria #9

Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination). The combination approach allows more members to be able to meet this criterion. Chapter members who are unable to attend enough of their own chapter events can attend any chapter's events. The same is true for division members at large. In addition to chapter meetings, there are also two division meetings per year and three international meetings per year. Check the chapters' meeting calendars and pick out a few meetings that are of interest to you. Attending meetings at another chapter, WI Division or International is a great way to achieve the networking that a lot of us cite as a primary reason for joining IAAP!

Chapter of Excellence Criteria #6

Publish annual meeting calendar with education and/or training topics by September 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events. Publishing a meeting calendar on your chapter website or emailing to members by September 1 will meet the first part of this criterion. Establishing a marketing plan to encourage members to attend chapter, division and international meetings can include steps as simple as the chapter president announcing meetings to the membership in an email that encourages them to attend by emphasizing the benefits of attendance for that particular meeting. Some chapters award points for chapter meeting attendance to be redeemed at the end of the year, some chapters do door prize drawings. The main thing to remember is to put the marketing plan in writing and share it with everyone who is to help enact the plan. You must have both parts of criteria #6 to count it for Chapter of Excellence.



Fun Facts About Wisconsin

Did you know that:

- ◆ Wisconsin visitors and residents enjoy the state's 7,446 streams and rivers. End-to-end they'd stretch 26,767 miles. That is more than enough to circle the globe at the equator.
- ◆ The first practical typewriter was designed in Milwaukee in 1867.
- ◆ Belleville is the Unidentified Flying Object Capital of Wisconsin.
- ◆ The nation's first kindergarten was established in Watertown in 1856. Its first students were local German-speaking youngsters.
- ◆ The first Ringling Brothers Circus was staged in Baraboo in 1884.
- ◆ Green Bay is Wisconsin's oldest city.
- ◆ Two Rivers is the home of the ice cream sundae.
- ◆ Famous Wisconsinites include: Harry Houdini, famous magician and escape artist. Douglas MacArthur, well known World War II and Korean War general. Frank Lloyd Wright, America's most famous architect. William H. Rehnquist, Chief Justice of the United States Supreme Court. Don Ameche, actor and winner of an academy award for his performance in "Cocoon."



Recertifying Your CPS and CAP

By: Merry Bachim

After I am certified, then what?

Anyone who has sat for the CPS and CAP exams knows the significance of the accomplishment they achieved. To ensure maintenance of the high standards these certifications entail, periodic reassessment is used to verify that competencies are maintained. This is accomplished through recertification.

All CPS and CAP holders must recertify every five years to keep their professional certification status. This is done by earning 90 points through continuing education credits, receiving recertification points for attending IAAP-sponsored programs, attending company-specific training sessions, taking college-level classes, and being active in IAAP. Points are earned in the categories of education, experience, leadership, and an elective category.

What counts toward recertification?

All education must be at least one hour in length. The following describes what qualifies for each recertification category:

Education (up to 90 hours, minimum of 30 hours required)

- ◆ Seminars attended or conducted specific to the content areas of the CPS and CAP exams (technology, office administration, business law, business finance, management, team skills, strategic planning, etc.—1 point per hour).
- ◆ College courses specific to the content areas of the CPS and CAP exams (10 points per college credit).
- ◆ Self-study, such as the 50-Minute Crisp books, or online courses (1 point per CEU awarded or 1 point per contact/classroom hour).

Experience (30 points minimum)

- ◆ Technology certifications attained, such as MOS certification (5 points per certification).
- ◆ Other professional certification attained or recertified (10 points per certification).
- ◆ One-time workplace project in the areas of team skills, strategic planning, or advanced administration. Project must be outside the realm of normal duties (10 points per project).

Leadership (30 points maximum)

- ◆ Office or chairmanship held in IAAP, work, civic, religious, etc. (5 points per office or chairmanship).

Elective (30 points maximum)

- ◆ Includes courses specific to your employment (medical, legal, real estate, insurance, etc.); certain preapproved courses specific to IAAP; courses in personal finance, workplace violence, retirement planning, etc. (1 point per contact/classroom hour).

For more information

Go to the IAAP Web site to find all the information you need to recertify your CPS and CAP. Click on Professional Development and then choose Certification and Recertification from the left menu bar. Here you will find a sample spreadsheet to download and use for tracking your points. Remember, recertification is due every five years from the month/year your certification is attained or five years from the month/year of your last recertification. The fee to recertify is \$75.

Effective January 1, 2009, those CPS and CAP holders who do not recertify within their time limit may have a 120-day grace period to submit their recertification paperwork. Individuals who file late will be required to pay a \$100 late fee in addition to their recertification fee.

If you have questions, feel free to contact me at mbachim@weatrust.com or call (608) 661-6713.

How to Be Happier at Work

The idea that work could—or should—make us happy may seem frivolous, self-indulgent or unrealistic, especially in the current economic climate. And yet, work can be a huge source of happiness. Professional and personal growth, the feeling of contributing to something important, and positive, meaningful relationships with coworkers can all boost our happiness quotient. Since we spend 25 to 30 percent of our lives at work, it just makes sense to look for ways to be happier there.

Here are strategies to help you get more enjoyment from work:

- ◆ Smile at coworkers, even if you're feeling down. It will lighten your mood—and theirs.
- ◆ Do something you love at work every day. Think about the tasks that you truly enjoy, carry out at least one a day and your job will seem better.
- ◆ Take charge of your own professional and personal development—ask for specific help from your boss. When we take control, our mood improves.
- ◆ Make only commitments you can keep. Failing to make deadlines causes stress and unhappiness. Assess your ability to complete a request. Don't say "yes" if you're jammed up.
- ◆ Avoid negative conversations, gossip, and unhappy people as much as possible. No matter how happy you feel, negative people will bring you down.
- ◆ Don't compare yourself to others in terms of achievements, pay and recognition. Instead, focus on our own personal achievement.
- ◆ Get outside at least once a day. If you can, take a walk. Can't get outside? Take a ten-minute break every hour or so. It will improve your mood, as well as your ability to retain information.
- ◆ Make friends. Enjoying spending time with coworkers is a sign of a happy work experience. Make a point of introducing yourself to a few people at work you don't know. You'll feel more comfortable, both socially and professionally.
- ◆ Try to have lunch with a friend or colleague outside the office at least once a week.
- ◆ Dwell on what's right with your life. Write down at least three things each day for which you are thankful. They can be large or small—everything from a terrific cup of coffee to a project accomplished ahead of time.
- ◆ Spend more time away from work on activities you enjoy—traveling, cooking, gardening, and so on. People are happier when they feel engaged and challenged.
- ◆ Make time for family and friends. Connect to others—no matter how busy you may be.
- ◆ Take care of yourself—get enough sleep, exercise and healthy food.



Do some or all of these things, and see if you aren't happier—at work, and in your life.

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

5 Secrets to Moxie Your Way to Success

So, what is moxie?

According to *Webster's Ninth New Collegiate Dictionary*, moxie is defined as:

1. Energy, pep
2. Courage, determination
3. Know-how expertise

For me, moxie is more of an attitude, a way of approaching your life and work. I recently had the opportunity to speak at the Women's Economic Power Day in Minneapolis. While I was there, I met keynote speaker and event founder, Ann Tardy, who spoke about creating moxie moments in your life during her presentation titled, *The Moxie Secret Sauce, Learn to Jumpstart Your Life with Moxie Moments*.

Throughout the day, I had the opportunity to speak to numerous women all there for one purpose: to empower themselves. Here are some of the secrets that I learned from Ann and others at this amazing event.

1. Rise before the shine. Find a reason to get up early even if that means you are up and about before the sun comes up. Uncover what you are passionate about and then get up and do it.
2. Surround yourself with "yay-sayers." Those who are most successful in achieving their goals eliminate the negative baggage or the "nay-sayers" from their lives. Develop a network of supporters that believe in you whether it is a formal advisory board or your family and friends.
3. Broadcast your success. Don't be afraid to brag about your accomplishments. Sharing your wins helps you to focus energy on what is going right in your life instead of those things that are going wrong, which tends to drain energy.
4. Act with an "I can do that" attitude. When asked to do something, say yes first then figure out how to do it. It worked for Madonna and Oprah and it can work for you too.

Pick one of these secrets and try it out. Then, let me know how they have helped you to moxie your way to success!

Copyright 2006 Regina Barr, Red Ladder, Inc.

Regina Barr is a management consultant and speaker. Her consulting firm, Red Ladder, Inc., specializes in helping organizations and their leaders develop their full potential through strategic project management, executive coaching and training. Regina also helps companies develop strategies to attract, develop and retain high potential leaders. For more information visit www.RedLadder.com or <http://www.redladder.blogs.com/>.



We love working with IAAP Members!

Corporate Apparel Pens Notebooks
Drinkware Calendars Totes
Employee and Customer Gifts
And The Best Service!

Call Now at:

262-790-9110

Or Email at:

info@olivepromotions.com

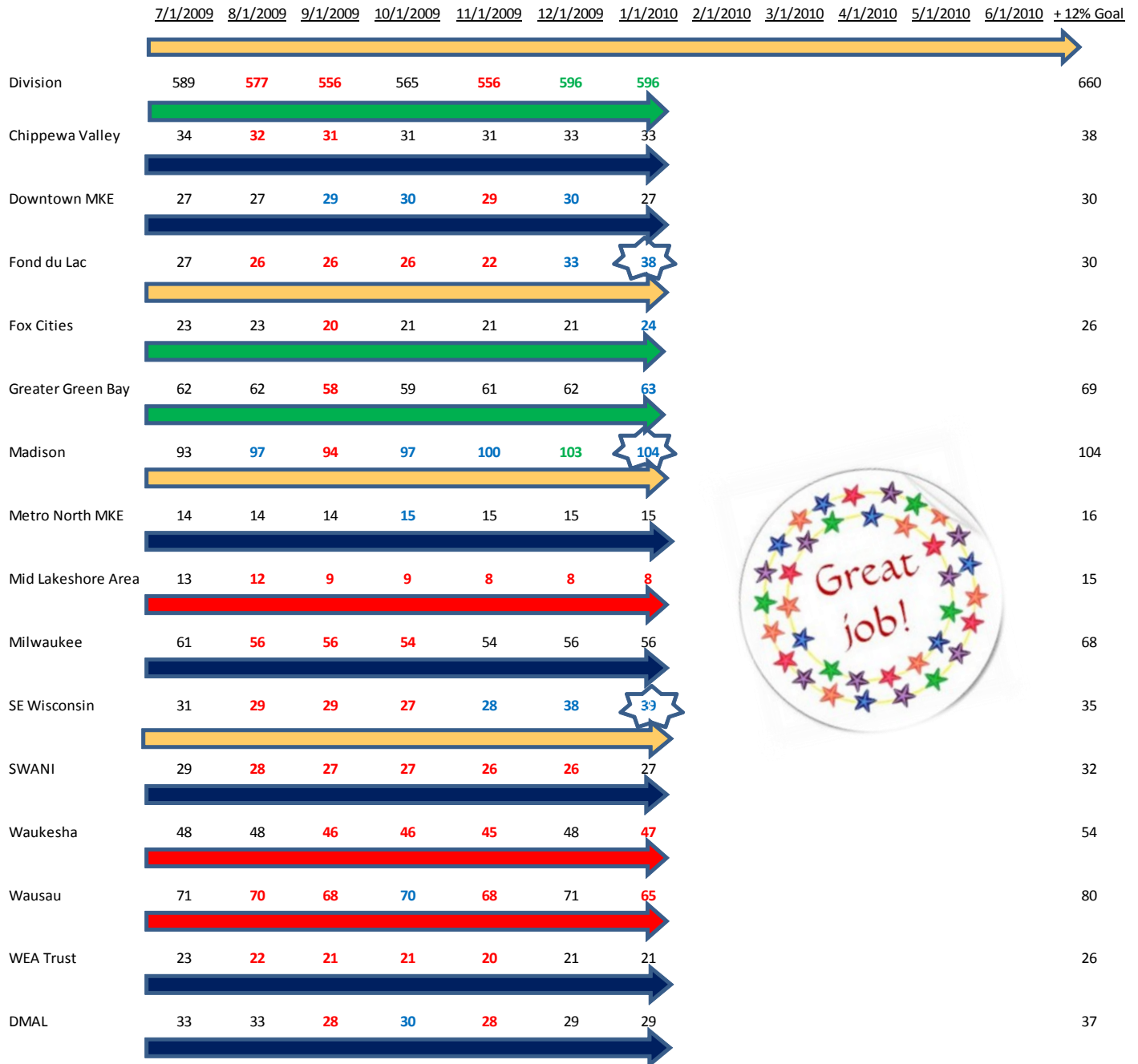
Or Shop at:

www.olivepromotions.com

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
#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 have been published)
#6	Provide leadership training for chapter and division leaders which emphasizes the development of a chapter business (strategic) plan and succession planning	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 September 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	One Chapter missed the deadline - Information will be verified through records at Headquarters
#9	Maintain chairmen for the Bylaws, Certification, Education, and Membership committees	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	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	Due Feb. 1
#14	60% of the chapters submit a completed application for the Avery Chapter/Division Achievement Program	Due Feb. 1
#15	90% of the chapters have a minimum of 15 members	Yes
#16	Sustain a net increase in membership of 8%	As of Dec. 31, Increase of 1%
#17	Retain 90% of the chapters within the division and attain a membership retention rate of at least 75%	No chapters lost; 90% 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 being developed.

Pathways to Excellence – Division and Chapter Membership



“Find something that you're really interested in doing in your life. Pursue it, set goals, and commit yourself to excellence. Do the best you can.”

- Chris Evert