

# Lindbergh Chapter Communiqué

OCTOBER 2009

WWW.IAAP-LINDBERGH.ORG

## BOARD OF DIRECTORS

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Charlotte Kuhn, CPS  
charlotte.j.kuhn@monsanto.com

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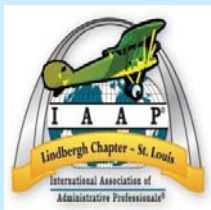
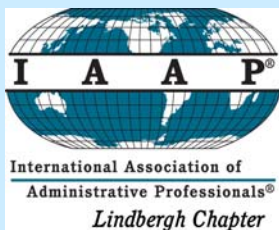
Joy Ihler  
joy.i.ihler@monsanto.com

### Treasurer:

Marilyn Moultrie, CPS  
Marilyn.Moultrie@labarge.com

### Immediate Past President:

Marsha Bright, CPS/CAP



## From Your President.

“The Three Rivers Council (TRC) was established in 1984 as part of a pilot program initiated by the International Board of Directors of Professional Secretaries International® (PSI®) in conjunction with its Association Development Plan. The purpose of the Council was to give the local chapters in the metropolitan St. Louis area the opportunity to work together on joint projects and share information. Initially, there were three chapters from Missouri and three from Illinois.



The Council has evolved and changed to meet the needs of the chapter members and other area professionals as needed. Projects have included student surveys, certification recognition programs, helping with certification dry runs, joint social activities, honoring administrative professionals in April, and hosting an annual educational conference.

Currently, the council consists of the following Chapters:

- Lindbergh
- St. Charles
- St. Louis
- South County

Council membership is open to any IAAP chapter in the metropolitan St. Louis area, Missouri and Illinois. Council members consist of a Coordinator and two representatives from each chapter as determined by the chapter. Others may be appointed by the Council to assist either the Council or any activity of the Council.

*(Continued on page 2)*

## Lindbergh Chapter Mission Statement

To be the recognized leader of administrative professionals in the St. Louis area. To encourage and inspire our members to achieve their personal best, by providing resources to develop leadership skills, enhance technical expertise and promote a networking venue.



# Happy Halloween!

*(Continued from page 1)*

The Council has the latitude to determine which activities it wants to pursue. But it is recommended that the Council sponsor an Annual Professional Development Conference. Proceeds of the conference are evenly divided among the representative chapters.”

Each year the council rotates job duties. Since I have been on the council the Lindbergh Chapter has been secretary and this year treasurer. Next year we will rotate back to the secretary position. Linda Haley volunteered as our member at large for the Three Rivers Council and she has served as secretary and now treasurer. She is an excellent minute taker and works hard to keep the books balanced. This year Brenda Wohlschlaeger CPS/CAP is the coordinator. She is a member of the South County Chapter. Parts of this article are from a piece written by Theresa Kirkwood former member of the Three Rivers Council. Thank you Theresa.

Charlotte Kuhn  
President



## From Your Secretary

Fall is here! Nature is so beautiful during this time of the year. Take time to enjoy Fall because after it comes the C-O-L-D and inclement weather. Be safe as you travel about. As a reminder – if you know of someone who could use some encouragement or well wishes, please let me or one of the Board members know because we care about all of you!

Joy Ihler  
Secretary

## Let's GO GREEN!



Highlighted Item for October....

**FORGET STYROFOAM**  
Use Your Good Old Fashion  
Coffee Mug



# Caramel-Dipped Apples

## INGREDIENTS

5 apples, washed, well dried  
1 pkg. (14 oz.) KRAFT Caramels (about 50)  
2 Tbsp. water



## DIRECTIONS

**INSERT** wooden pop sticks (from bad of caramels) into stem end of apples. Cover large plate with waxed paper; grease paper with butter. Set aside.

**COOK** caramels and water in large saucepan on medium-low heat until caramels are completely melted, stirring constantly.

**DIP** apples into caramel; spoon caramel over apples if necessary to evenly coat apples. Let excess caramel drip off. Scrape bottom of apples; place on prepared plate. Refrigerate 1 hour. Remove from refrigerator 15 min. before serving; let stand at room temperature to soften slightly. Refrigerate leftovers.

[www.kraftfoods.com](http://www.kraftfoods.com)

# Mummy-Face Pizzas

## INGREDIENTS

1 plain bagel (3-1/2 inch),  
cut horizontally in half  
2 Tbsp. pizza sauce  
2 sticks KRAFT STRING-  
UMS String Cheese  
4 slices black olives



## DIRECTIONS

**HEAT** oven to 400°F.

**SPREAD** bagel halves with sauce. Pull cheese into strips; place in random criss-cross fashion on tops of bagels to resemble mummy bandages. Trim ends with kitchen shears. Add olives for the eyes.

**PLACE** on baking sheet.

**BAKE** 10 min. or until bagels are crisp and cheese is melted.

## KITCHEN TIPS

Substitute: Prepare using a split English muffin or stuffed green olive slices.

[www.kraftfoods.com](http://www.kraftfoods.com)

**Remember to use your Schnucks and Macy's rebate cards!**

**For more information contact**

**Barb Roseman**

**[barbara.j.roseman@monsanto.com](mailto:barbara.j.roseman@monsanto.com)**



## Chapter Fundraising Efforts:

The Lindbergh Chapter has taken a new direction in fundraising this year. We have 7 wonderful scents in candles for only \$10 and the answer to getting your own pan and utensils back in "That's My Pan". Baking pans with color lids that have your name engraved in the side of the pan and a choice of design and engraved name in the lid. There are also serving utensils with your name engraved in the handle! Other personalized items are also available.

The candles, pans and utensils make wonderful gifts and it's not too early to think about Christmas! The items will be on display at each meeting so be sure to stop by the table and see them. You can contact Carla Detweiler or Debbie Bonham (314-997-0800) if you have any questions or want to place an order between meeting dates.

***Would new CPS and CAP holders like to have a permanent name badge with the IAAP logo? See***

***Marsha Bright, CPS/CAP to order.***

Note from Mo Div Newsletter:

As chair of the Research & Education Committee, I wanted to introduce the fundraiser for the 2009-2010 IAAP year.

I sat in the hospitality suite at the Education Forum and Annual Meeting in Minneapolis and noticed the number of members who purchased chances for a 50/50 raffle. I'll admit it, I was guilty, too. A light bulb began to flicker and I thought this would be the perfect fundraiser for Missouri Division's R&E. Fifty percent of all collected would go to IAAP R&E and 50% would go to a Missouri Division member. To make it even more interesting, we will have two drawings, one the first of December to help you with your holidays and one at the Missouri Division Annual Meeting in June.

The Research and Education Foundation was established in 1967 to advance the knowledge of the administrative profession and to provide educational services. We have heard all of this before, but what does it mean:

- ◆ Funds the ACT study on validating content for the CPS and CAP exams to be sure that the exams cover relevant content for practicing administrative professionals today. Without these validations, our CPS/CAP exams would mean nothing.
- ◆ It allows IAAP to provide support for specialized IAAP seminars and educational program. Also funds the membership profile survey.
- ◆ It provides support for collaborative training education programs.
- ◆ And it provides the funding for special benchmarking studies and other targeted research projects.
- ◆ R&E money has also been used to provide student member scholarships to attend EFAM. Students received a reduced registration rate, with R&E subsidizing the difference.
- ◆ Fills a void by allocating money for data collection and analysis to improve programs, services, and identify trends in the profession

Everyone likes the chance of winning money. These raffle tickets are \$1 each or 6 tickets for \$5.00. I am enclosing a sheet of six raffle tickets. Print it on your computer, fill in each ticket and send it to me along with your check/cash (my address is on the bottom of the form). Remember, this is a taxable donation so feel free to purchase several sheets if you wish.

The winner of the December drawing will be notified the 1st of December. The winner of the second drawing will be done at Missouri Division Annual Meeting in Cape Girardeau.

Thank you for your continued support of IAAP and the Missouri Division.

Tracy Reichert



Research and Education 50/50

Name \_\_\_\_\_ Chapter \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

There will be two drawings, one on December 1 and the other at Missouri Division.

Your donation is tax deductible.

**\$1.00 each or 6 for \$5.00**

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## Halloween - Ancient Origins & Around the World

Halloween's origins date back to the ancient Celtic festival of Samhain (pronounced sow-in).

The Celts, who lived 2,000 years ago in the area that is now Ireland, the United Kingdom, and northern France, celebrated their new year on November 1. This day marked the end of summer and the harvest and the beginning of the dark, cold winter, a time of year that was often associated with human death. Celts believed that on the night before the new year, the boundary between the worlds of the living and the dead became blurred. On the night of October 31, they celebrated Samhain, when it was believed that the ghosts of the dead returned to earth. In addition to causing trouble and damaging crops, Celts thought that the presence of the otherworldly spirits made it easier for the Druids, or Celtic priests, to make predictions about the future. For a people entirely dependent on the volatile natural world, these prophecies were an important source of comfort and direction during the long, dark winter.

To commemorate the event, Druids built huge sacred bonfires, where the people gathered to burn crops and animals as sacrifices to the Celtic deities.

During the celebration, the Celts wore costumes, typically consisting of animal heads and skins, and attempted to tell each other's fortunes. When the celebration was over, they relit their hearth fires, which they had extinguished earlier that evening, from the sacred bonfire to help protect them during the coming winter.

### *El Dia De Los Muertos*

In Mexico, Latin America, and Spain, All Souls' Day, which takes place on November 2, is commemorated with a three-day celebration that begins on the evening of October 31. The celebration is designed to honor the dead who, it is believed, return to their earthly homes on Halloween. Many families construct an altar to the dead in their homes to honor deceased relatives and decorate it with candy, flowers, photographs, samples of the deceased's favorite foods and drinks, and fresh water. Often, a wash basin and towel are left out so that the spirit can wash before indulging in the feast.

Candles and incense are burned to help the deceased find the way home. Relatives also tidy the gravesites of their departed family members. This can include snipping weeds, making repairs, and painting. The grave is then decorated with flowers, wreaths, or paper streamers. On November 2, relatives gather at the gravesite to picnic and reminisce. Some gatherings even include tequila and a mariachi band! Celebrations honoring departed loved ones and family members are found as far back as ancient Egyptian times.

[www.history.com/content/Halloween](http://www.history.com/content/Halloween)



Your Nominating Committee now has 4 members, Lynne Lotspeich, Vicki Simmons, Lou Brummet, and Marsha Bright CPS/CAP. We could use your suggestions of members who would make good leaders for the chapter in the coming year. Descriptions of each office are featured in the Communiqué and at each chapter meeting. If you are curious about the responsibilities of a particular office, do not hesitate to bring it before this committee or the Board.

Be thinking about how leadership experience can benefit your career and be valuable to your employer!

???Do you know???

What year did our association's  
name change from PSI to IAAP?  
(see answer on last page)

#### Lindbergh Chapter History

Charlotte has asked me to update the Chapter History document which summarizes the history of the Lindbergh Chapter and IAAP. The document has been dormant for several years, but will be a valuable addition to the new member packets, potential member packets, and our website for all who are interested in the Lindbergh Chapter.

The Lindbergh Chapter has a distinguished history and members who have served at the Division, District, and International levels.

Look for a "Do you know" question in each issue of the Communiqué for fun and interesting facts about the Lindbergh Chapter and IAAP.

Submitted by,  
Marsha Bright CPS/CAP



**Dear Members,**

**As a Red Cross Volunteer I would like to remind everyone to do the following:**

- ◆ **Please place on your cell phone the word ICE (in case of emergency) and list whoever it is that should be contacted.**
- ◆ **Carry a simple card available through the Red Cross that states a contact number and name of someone we can contact.**
- ◆ **Carry a list of your medicines.**

**Remember if you cannot speak we will have to go through your purse.**

**I wish I knew each of you personally and could tell an ambulance driver your relative's name and phone number but I can't. We all need to keep these above ideas in mind when attending meetings. Your safety is of the utmost importance.**







**If you have some other helpful suggestions I welcome them. Thank you.**

**Sincerely,**  
*Charlotte J. Kuhn CPS*

# American Red Cross Emergency Contact Card

Get a kit. Make a plan. Be informed.

- Directions:
- \* Print out a card for every member of your household.
  - \* Fill in your emergency contact information.
  - \* Carry this card with you to reference in the event of a disaster or other emergency.

<p>Health Care Provider: _____</p> <p>Poison Control Center: 800-222-1222</p> <p>Ambulance: Call 9-1-1 or _____</p> <p>Fire Dept.: Call 9-1-1 or _____</p> <p>Police: Call 9-1-1 or _____</p>  <p><b>Important Phone Nos.</b></p>	<p>Health Care Provider: _____</p> <p>Poison Control Center: 800-222-1222</p> <p>Ambulance: Call 9-1-1 or _____</p> <p>Fire Dept.: Call 9-1-1 or _____</p> <p>Police: Call 9-1-1 or _____</p>  <p><b>Important Phone Nos.</b></p>
<p><b>Emergency Contact Card</b></p>  <p>Name: _____</p> <p>Phone: _____</p> <p>Home Address: _____</p>	<p><b>Emergency Contact Card</b></p>  <p>Name: _____</p> <p>Phone: _____</p> <p>Home Address: _____</p>
<p><b>People to Call or Text in an Emergency</b></p>  <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><b>People to Call or Text in an Emergency</b></p>  <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Out-of-Area Contact Person: _____</p> <p>Phone: _____</p> <p>Meeting Place Outside of Neighborhood: _____</p>	<p>Out-of-Area Contact Person: _____</p> <p>Phone: _____</p> <p>Meeting Place Outside of Neighborhood: _____</p>

Visit [RedCross.org](http://RedCross.org) for more valuable information about creating an emergency communications plan, putting together an emergency preparedness kit and for other important preparedness information.

## Upcoming Speaker and Meetings for the Rest of 2009

### Happy October, everyone!

We have some exciting speakers coming up to finish out the year. But first, we just finished up our September meeting with our speaker, Laurie Wall from Advanced Ergonomic Concepts. Her presentation was very informative and she suggested many Ergonomic tips that might help improve some health issues. She also had some chairs and other ergonomic supplies on hand to try out. I have her presentation and some of the suggested body stretches. If anyone would like a copy of these, just contact me and I'll send them to you. If you have questions about any of the many Ergonomic furniture and supplies Laurie has available, you can call her at 314-275-7447 or visit her website at [www.workriteergo.com](http://www.workriteergo.com). Laurie is great to work with!

**Our October 27<sup>th</sup> meeting** will be the Executive Recognition Dinner at Spazios. Don't forget to invite some of your Executives but please, **make sure and come even if your boss's aren't coming**. We have a really great speaker scheduled for the evening. Richard Dedor from Kansas City will be presenting at our 10/27 meeting. His presentation will be "Anything is Possible". Some of our chapter members have seen him previously and were very impressed. It is going to be a very special meeting so please try to attend.

**The November meeting has been changed to the third Tuesday of the month, November 17<sup>th</sup>**, due to the Thanksgiving holiday the following week. Don't forget to change the date on your calendars. Our speaker for the evening will be Betsy Brennan from Monsanto. Betsy presented at one of our meetings a few years ago and she is always very energetic and fun.

**Our December meeting date has also been changed to Tuesday, December 1<sup>st</sup> because of the holidays**. We are looking for good ideas for what to do for this meeting. We have played "Rob your neighbor" and collected items for one of the charities. We also brought items in and packed them up to be shipped off to one of the service men we had adopted that year. We chartered a bus one year and went through Tillis Park and then came back to one of the companies for dinner we had catered in. Last year we went to a pottery/ceramic shop which was a lot of fun. So, these are some of the things we have done in the past. Please send any suggestions you have for the December meeting as soon as possible to Linda Harr at [linda.m.harr@monsanto.com](mailto:linda.m.harr@monsanto.com) or Susan Keene at [iaaplindberghstl@gmail.com](mailto:iaaplindberghstl@gmail.com)

That's the scoop on the rest of the meetings for 2009 from your 2009/2010 Vice President, Charlene Faulkner. See you at the October meeting.



## Diffusing Conflict in the Workplace

Conflict is nothing new in the workplace. But tight budgets, large workloads and uncertainty about the economic landscape is causing many professionals to feel greater pressure on the job and leading to more disagreements between coworkers. If you find yourself at odds with a colleague, how you respond could directly affect your career prospects.

Here are some tips that can help diffuse a confrontation with a coworker:

- **Take a time-out.** Don't respond to the issue at hand in the heat of the moment. Instead, wait until you have calmed down before deciding on a course of action or entering into a discussion. Remember, when addressing a conflict with a coworker, it's important to remain professional at all times.
- **Approach the situation from different perspectives.** Before addressing the issue, try to identify your coworker's motives, as well as any steps you could have taken to avoid the situation.
- **Meet face to face.** Trying to resolve a sensitive issue via e-mail can lead to misinterpretation. Body language and vocal inflection play a vital role in interpreting someone's intentions.
- **Be open-minded.** When you do meet with your colleague, instead of hurling accusations, calmly explain how his or her actions have affected you or the team. Give the person a chance to respond and share the other side of the story. Listen carefully to what your coworker has to say, even if you don't agree.
- **Don't be afraid to ask for help.** Immediately alert your manager if you are unable to resolve the conflict on your own or if it significantly affects the team.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

### RECERTIFICATION

The required number of points for recertification is 90 within 5 years of attaining your CPS/CAP.

**ANYONE RECEIVING THEIR CPS/CAP DESIGNATION IN 2004 MUST RECERTIFY IN 2009!!**



## Schedule of Events

### October

- \* October 18-21, **Certification Conference**, Marriott Waterfront, Portland, OR
- \* October 27, **chapter meeting**

### November

- \* November 6-7, **Certification examination**
- \* November 17, **chapter meeting**

### December

- \* December 1, **chapter meeting**

## Help Us Celebrate and Congratulate

### Member Birthdays

#### OCTOBER, 2009

Cheryl Barton	October 8
Debbie Goulet	October 11
Marsha Bright	October 25

### Anniversaries

#### OCTOBER, 2009

##### 8 Years

Joan Hardin

##### 6 Years

Cassandra Case  
 Cindy McLaughlin  
 Marilyn Moultrie  
 Barbara Roseman  
 Ann Werner

##### 1 Year

Dorothy Brennan  
 Judy Clarkston  
 Melanie Nesbit

## OCTOBER 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



## NOVEMBER 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## DECEMBER 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

